

UNCLASSIFIED

***Global Household Goods
Industry Day
19 February 2019***

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Agenda

Opening Remarks
Performance Work Statement (PWS) Overview
Small Business Office
MilMove Information
Projected Schedule – Way Forward
Questions

Global HHG Contract
PWS
Lt Col Lisa Ryan
Chief Of Operations DP3

DP3 Reform Imperatives

- ▶ **Increase Industry Quality Capacity to Meet Peak Demand**
- ▶ **Better Align DOD Responsibility, Accountability and Resources**
- ▶ **Improve Customer Service and Transparency**

Desired End State:

The DOD's end-to-end personal property value chain generates year-round capacity and accountability required to meet the relocation needs of Service Members, DOD Civilians, and their Families.

Performance Standards

PERFORMANCE OBJECTIVE	PERFORMANCE THRESHOLD
On-Time Pickup	>= 98% per month, No state/territory or country < 80%
On-Time Delivery	>= 98% per month, No state/territory or country < 80%
Overall Customer Satisfaction Rating of Satisfactory (Shipments)	>= 95% per month, No state/territory or country < 80%
Overall NTS Rating of Satisfactory (Pickup & Delivery)	>= 95% per month
US Flag Compliance	100%
Quick Claims (< \$1,000): % Settled Within 30 Days	>= 95%
All Claims: % Settled within 60 days	>= 95%

Information Systems

- ▶ **Customer-facing IT**
 - ▶ **Where the customer goes to exchange information**
 - ▶ **Web-based & mobile-friendly**
 - ▶ **Shipment status visibility**
- ▶ **Integration with a government-managed system:**
 - ▶ **PCS Orders Integration (MilMove)**
 - ▶ **Database for shipment information**
- ▶ **Invoicing**

Additional PWS Topics

- ▶ **Customer Support & Single Point of Contact (POC)**
- ▶ **Counseling**
- ▶ **Move Scheduling**
 - ▶ **Spread Dates**
 - ▶ **Short-Notice Moves**
- ▶ **Weight Estimates & Re-weighs**
- ▶ **Claims**

Questions?

Small Business Programs

***Suzanne Mudd-Yarber,
Director, USTRANSCOM***

Overview

- ▶ **Small Business Office**
- ▶ **Where to Access Information about Business Opportunities**
- ▶ **Register in System for Award Management**
- ▶ **Purpose of the Subcontracting Plan**

Small Business Office Contact Information

USTRANSCOM
TCAQ-SB
508 Scott Drive
Scott AFB, IL 62225-5357

Website:

<https://www.ustranscom.mil/dbw.index.cfm>

Suzanne Mudd-Yarber

Director, Small Business Programs

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Maura Timmermann

Small Business Professional

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COMM: 618-220-5968

Roles and Responsibilities

- ▶ **Advocate for Small Business Concerns**
- ▶ **Primary Source of Information for Small Business Concerns**
- ▶ **Routinely Serves as a Member of the Acquisition's Multifunctional Team**
- ▶ **Advisor Regarding Federal Acquisition Regulation Part 19**
- ▶ **Assist Contract Specialist in the Market Research**
- ▶ **Participate in Outreach Events**

Why Does the Government Advertise?

- ▶ **Federal Acquisition Regulation (FAR) Part 5 Publicizing Contract Actions**
 - ▶ **The policies and procedures found in FAR Part 5 reinforce Public Law 85-536, the “Small Business Act”**
- ▶ **Benefits from Publicizing**
 - ▶ **Increases competition**
 - ▶ **Broadens resource availability to meet Government requirements**
 - ▶ **Increases the opportunity for Small Business concerns to obtain contracts and subcontracting opportunities**

Advertisement of Requirements and Events

- ▶ **Federal Business Opportunities www.fbo.gov**
- ▶ **USTRANSCOM's Website www.transcom.mil/doing_business.cfm**



Federal Business Opportunities (www.fbo.gov)

▶ Acquisition Planning Stage

▶ Sources Sought

- ▶ Requests for Information (RFIs)**
- ▶ Market Research Questionnaires**
- ▶ Special Notices**
- ▶ Industry Days**
- ▶ Pre-solicitation conference**

▶ Solicitations

- ▶ Requests for Proposals (RFPs)/Requests for Quotes (RFQs)**
- ▶ Solicitation Conference**

▶ Award Notices

Opportunities

RETURN TO HOME

Opportunities List

Advanced Search

Archives

Search Tip: Use the [Advanced Search Form](#) for a wide array of search fields. To view opportunities by agency, go to the [Agencies](#) section. A quick search can be conducted using the fields below.

Keyword / Solicitation #: **TIPS** Posted Date:

[Search by Agency, Set-aside, State, and Type](#) | [Search by Classification, NAICS code, Recovery actions, and more](#)

Agency:

Place of Performance State:

- Type:
- | | | |
|---|---|---|
| <input type="checkbox"/> Presolicitation | <input type="checkbox"/> Combined Synopsis/Solicitation | <input type="checkbox"/> Sources Sought |
| <input type="checkbox"/> Modification/Amendment/Cancel | <input type="checkbox"/> Sale of Surplus Property | <input type="checkbox"/> Special Notice |
| <input type="checkbox"/> Foreign Government Standard | <input type="checkbox"/> Award Notice | <input type="checkbox"/> Justification and Approval (J&A) |
| <input type="checkbox"/> Intent to Bundle Requirements (DoD-Funded) | <input type="checkbox"/> Fair Opportunity / Limited Sources Justification | |

- Set-aside Code:
- | | | |
|--|---|---|
| <input type="checkbox"/> Competitive 8(a) | <input type="checkbox"/> Partial HBCU / MI | <input type="checkbox"/> Total HBCU / MI |
| <input type="checkbox"/> Emerging Small Business | <input type="checkbox"/> Partial Small Business | <input type="checkbox"/> Total Small Business |

1 - 20 of 21

Sort By Posted On (Desc.) Showing 20 per page 1 | 2 >

Opportunity	Agency/Office/Location ▼	Type ▼ / Set-aside ▼	Posted On ▲
 Next Generation Delivery Service (NGDS) HTC711-17-R-CC01 V – Transportation, travel, & relocation services	Other Defense Agencies United States Transportation Command USTRANSCOM Command Acquisition	Combined Synopsis/Solicitation	Oct 13, 2016
 Stevedoring & Related Terminal Services, Yokohama V – Transportation, travel, & relocation services	Other Defense Agencies United States Transportation Command USTRANSCOM Command Acquisition	Justification and Approval (J&A)	Oct 12, 2016
 Trans-Africa Airlift Support Contract (TASC) HTC711-16-R-R023 V – Transportation, travel, & relocation services	Other Defense Agencies United States Transportation Command USTRANSCOM Command Acquisition	Solicitation (Modified)	Oct 07, 2016
 Singapore S&RTS V – Transportation, travel, & relocation services	Other Defense Agencies United States Transportation Command USTRANSCOM Command Acquisition	Justification and Approval (J&A)	Sep 27, 2016
 Iraq 3PL V – Transportation, travel, & relocation services	Other Defense Agencies United States Transportation Command USTRANSCOM Command Acquisition	Justification and Approval (J&A)	Sep 27, 2016
 USTRANSCOM Distribution Process Owner (TCAQ-DPO) Division's Industry Day 2016_USTRANSCOM_IT_Industry_Day D – Information technology services, including telecommunications services	Other Defense Agencies United States Transportation Command USTRANSCOM Command Acquisition	Special Notice	Sep 23, 2016
 Next Generation Delivery Service (NGDS) HTC711-17-R-CC01 V – Transportation, travel, & relocation services	Other Defense Agencies United States Transportation Command USTRANSCOM Command Acquisition	Presolicitation (Modified)	Sep 13, 2016



Doing Business with the Government

- ▶ **Must be registered in the System for Award Management (SAM) PRIOR to proposal deadline:**
<https://www.sam.gov/portal/SAM/>
- ▶ **Create a login.gov account; must have a working phone number to receive a security code**
- ▶ **Will need:**
 - ▶ **DUNS Number, Legal Business Name, Physical Address from your Dun & Bradstreet (D&B) record**
 - ▶ **Taxpayer Identification Number (TIN) and Taxpayer Name**
 - ▶ **Bank's routing number, bank account number, and bank account type, i.e. checking or savings, to set up Electronic Funds Transfer (EFT)**



A NEW WAY TO SIGN IN - If you already have a SAM account, use your SAM email for login.gov.

Log In
Login.gov FAQs

HOME SEARCH RECORDS DATA ACCESS CHECK STATUS ABOUT HELP

ALERT - June 11, 2018: Entities registering in SAM must submit a [notarized letter](#) appointing their authorized Entity Administrator. Read our [updated FAQs](#) to learn more about changes to the notarized letter review process and other system improvements.

The System for Award Management (SAM) is an official website of the U.S. government. There is no cost to use SAM. You can use this site for FREE to:

- Register to do business with the U.S. government
- Update or renew your entity registration
- Check status of an entity registration
- Search for entity registration and exclusion records

Getting Started

Create A User Account



Start by creating a SAM user account.

Register Entity



After creating your SAM user account, log in to register to do business with the U.S. government.

Search Records



Do a public search for existing entity registration records or exclusion records.

Select "Getting Started".

Federal users can log in to see additional information.

Subcontracting Plan

- ▶ **Statutory Requirement of the Small Business Act {15 U.S.C. 637(d)}**
- ▶ **Requirement for Other Than Small Business Concern (LB)**
- ▶ **Maximum Opportunities to Small Business Concerns and all Socioeconomic Categories**
- ▶ **Federal Acquisition Regulation (FAR) Part 19.704(a)(1) through (15)**
- ▶ **Dollars and Percent Goals are applicable to all small business categories**
- ▶ **Report Submission in Electronic Subcontracting Reporting System (eSRS)**
- ▶ **Addressed in Contractor Performance Assessment Reporting System (CPARS)**

***MilMove Prototype
Capabilities
Jeff Clark
Defense Digital Service***

User Experience



Hundreds of hours of
User Research

Service Member
onboarding takes 15
minutes



Service Members use
their personal devices

Supports desktops,
tablets and mobile
devices



Supports Chrome, Safari, Edge and mobile
browsers



Login.gov used for Two
Factor Authentication

Used by USA Jobs,
Global Entry and others

MilMove Features



Supports PPM and HHG CONUS move types



Easy Service Member onboarding



Electronic signatures for Service Members



Document upload support



Invoice generation



Payment processing via TPPS

Technology

Commercial Cloud Infrastructure

- AWS
- Fargate Container Management
- Docker Containers
- Application Load Balancer (ALB)
- Network Load Balancer (NLB)

Web based Application

- Backend written in GO
- Frontend written in Java Script
- PostgreSQL 10.x database

Security

Encryption

- HTTP Strict Transport Security (HSTS) is used to communicate to the user's browser
- The database uses built in encryption to secure data at rest
- PII is hashed using the industry-standard encrypt algorithm with a unique salt for each record

Monitoring

- Audits logins, root-user events, and other anomalies
- Industry standard logging and monitoring practices

Isolation

- Virtual Private Clouds (VPCs) isolates services for maximum security

On-Going Developments

Orders Integration

- Creating a single location for all PCS orders for moves
- Standardizing data from all services
- Includes accounting data for reduced invoice processing costs

Accounting Integration

- Exporting cost estimates and timely move expenditures for improved obligation reconciliation

SSN Removal

- Utilizing Defense Manpower Data Center (DMDC) web service to convert from SSN to DODID

Using a Cellphone for a Personally Procured Move

10:09 [status icons]

https://my.staging.move.mil/mc

Estimate Pro-Gear

How much Pro-Gear can you have? [What qualifies as Pro-gear?](#)
You are entitled to move up to 2,000 lbs. of pro-gear and 0 lbs of spouse pro-gear. Pro-gear includes any gear you or your spouse need to perform your jobs.

Do you or your spouse have any Pro-Gear?
 Yes No

Your Pro-Gear: Optional

Spouse's Pro-Gear: Optional

Move.mil

10:09 [status icons]

Shipment 1 (HHG)

Estimate Weight

How much are you entitled to move?
18,000 lbs. + 2,000 lbs. of pro-gear + 0 lbs. of spouse's pro-gear. [What's this?](#)

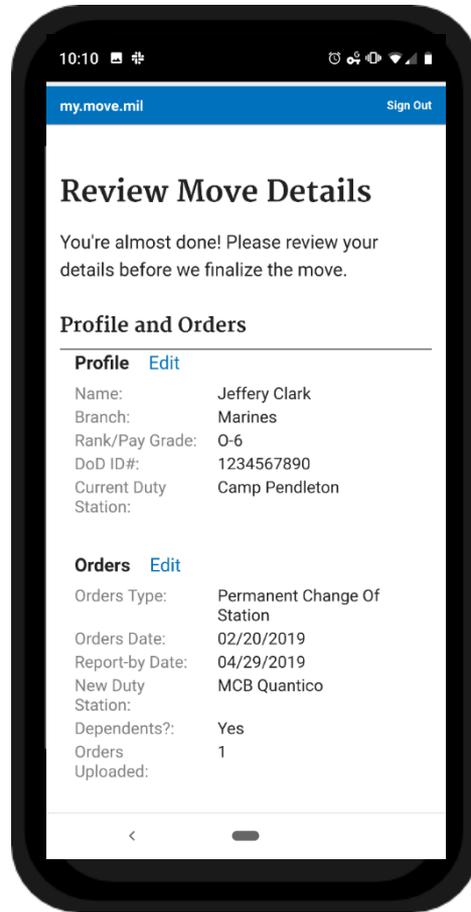
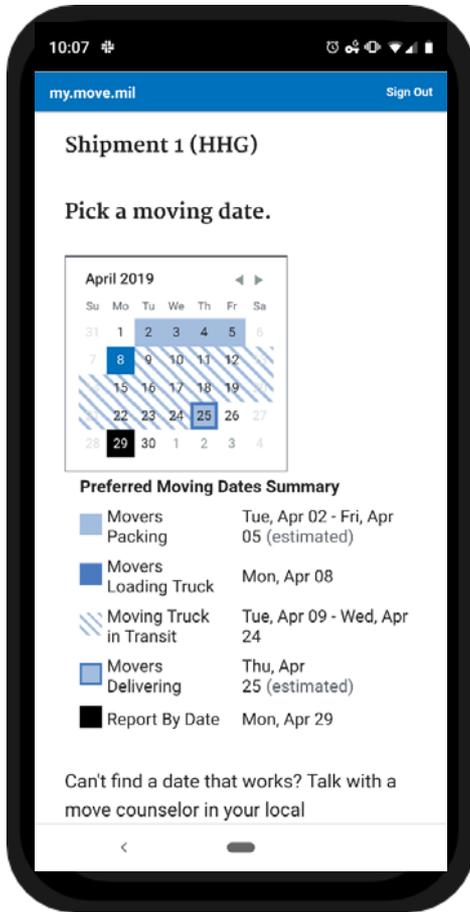
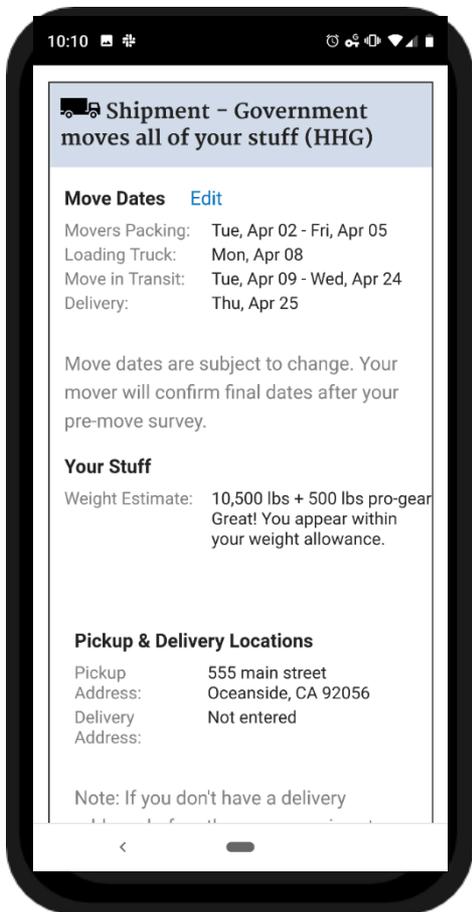
Get a quick weight estimate so you don't go over your weight entitlement

How many furnished rooms in your current home?
Include bedrooms, living, dining and family rooms, offices and a garage or offsite storage if you store a lot there.

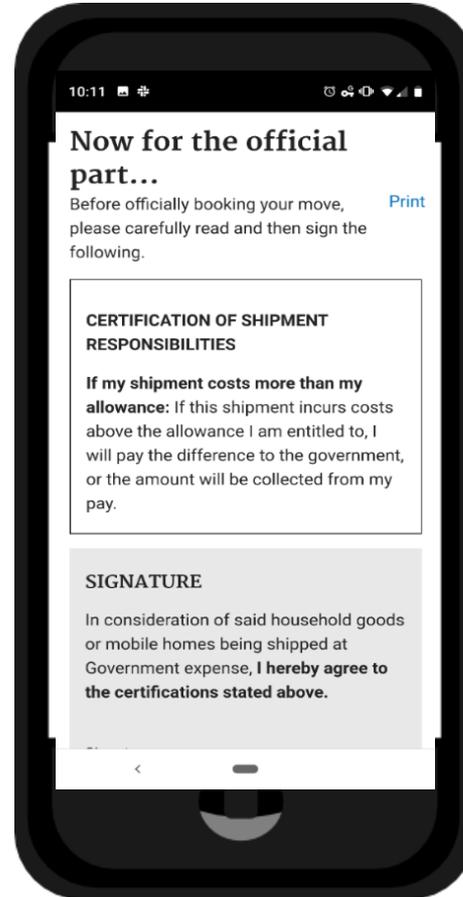
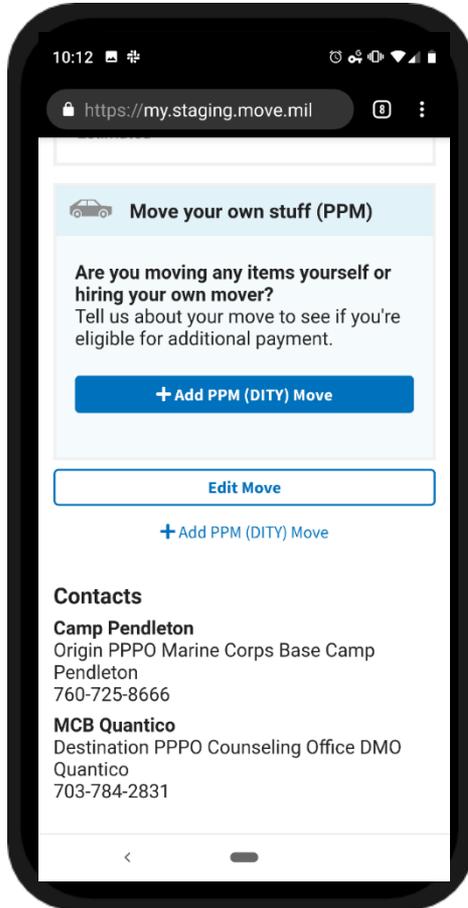
How much stuff do you have in your rooms? [?](#)

Your estimated weight (in pounds):

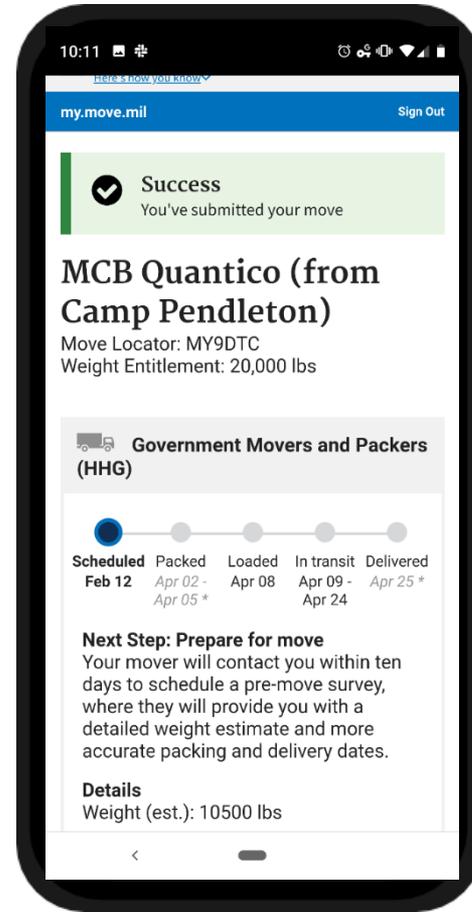
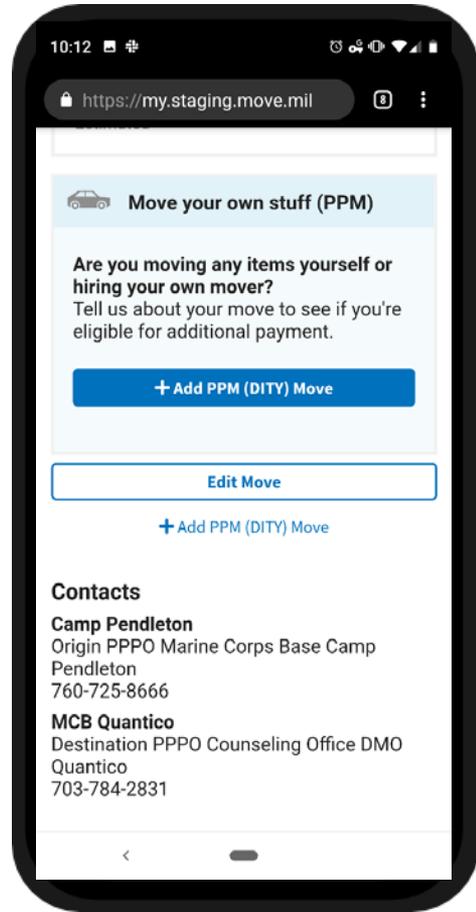
HHGs Move on a Cellphone



HHGs Move on a Cellphone (Continued)



HHGs Move on a Cellphone (Continued)



PROJECT SCHEDULE – WAY FORWARD

CONTRACT ACTION	ESTIMATED TIMELINES
Industry Day	19 and 20 Feb 19
Issue Draft Request for Proposal	15 Mar 19
Finalize Acquisition Plan	1 Apr 19
Issue Solicitation	21 Jun 19
Pre-Proposal Conference	2 Jul 19
Receive Proposals--Source Selection Process--Open Discussions	5 Aug 19
Begin Proposal Evaluations	9 Aug 19
Enter Discussions	19 Oct 19
Source Selection Process—Close Discussions—Select Awardee(s)	1 Nov 19
Request Final Proposal Revisions	26 Nov 19
Award Contract	2 Jan 20
Transition	Jan – Oct 20
Performance Start	1 Oct 20

Questions?