

**UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM)
REQUEST FOR INFORMATION (RFI)
HOUSEHOLD GOODS (HHG) RELOCATION SERVICES
HTC711-19-R-R004**

USTRANSCOM is conducting market research seeking information to determine the availability and technical capability of the business community to provide HHG Move Management Services. USTRANSCOM will not be obligated to pursue any particular acquisition alternative as a result of this RFI. The Government is not obligated to and will not pay for any information received from any sources responding to this questionnaire. Responses to this notice are not offers and cannot be accepted by the U.S. Government to form a binding contract or agreement. All responses will be kept confidential. Please be advised that all submissions become property of the Government and will not be returned.

I. INTRODUCTION

Specifically, the Government anticipates coordination of approximately 400,000 HHG shipments annually. The successful contractor would be responsible for providing all personnel, supervision, training, licenses, permits and equipment necessary to perform full service shipment management to include but not limited to entitlement counseling, shipment preparation and monitoring, customer service, Transportation Service Provider (TSP) selection and booking, compliance with service and on-time performance standards, management reporting, pre-payment invoice auditing, storage warehouse services (in-transit, temporary and non-temporary) and claims assistance. The successful contractor(s) would be responsible for household goods relocation transportation and warehouse services worldwide for military service members and DOD civilian employees in accordance with (IAW) Defense Transportation Regulations (DTR), Joint Travel Regulations (JTR), DoD Personal Property Consignment Instruction Guide (PPCIG) Volumes 1 and 2, and all other local, state and Federal regulations. The successful contractor(s) shall receive and/or deliver HHGs/Unaccompanied Baggage (UB) for relocation transportation on a nonexclusive basis, and shall deliver goods not later than the required delivery date (RDD) and shall assume all responsibility from point of receipt to the point custody of shipment transfers to a receiving party.

II. INFORMATION REQUESTED

A. General Company Information

1. Company Name & Address:
2. POC Name/Telephone/Email:
3. Suggested North American Industry Classification System (NAICS) Code _____
4. Size/Status for NAICS Code Suggested: (Check all that apply)
 Small Business; Veteran-Owned Small Business; Service-Disabled Veteran-Owned
 Small Business; Small Disadvantaged Business; HUBZone Business; Woman-
Owned Small Business; Large
5. Date Universal Numbering System (DUNS): _____
6. Commercial and Government Entity (CAGE) Code Number _____

B. General Capabilities. Please note that experience refers to complexity as well as longevity.

1. Do you conduct or provide the services identified above in the commercial marketplace? If so, please provide details about how such services are conducted in the commercial marketplace.

- a. Please select any and all of the below which apply to your company.

Move Manager _____
TSP _____
Warehouse Operator _____
Third Party Logistics Company _____
Other, please explain _____

2. What is your experience in providing full service household goods (HHG) relocation transportation and warehouse services to include entitlement counseling, packing/unpacking, TSP selection, transportation, storage (in-transit, temporary and non-temporary), etc.
 - a. Are you currently participating in an established move management network? _____
 - b. How many HHG shipments do you process annually? _____
3. Based on your business experience, how much lead time is necessary between contract award and a reasonable performance start date? What contract transition activities do you anticipate and how long of a transition period is required?
4. How are commercial contracts for these services normally priced? Is tiered-pricing based on level of service, total volume and/or peak and non-peak season appropriate for this requirement? If so, what tier structure would be appropriate? Please provide an example of your pricing structure.
5. Are contract performance incentives normally offered for this type of effort?
6. What is the normal contract period of performance for this type of effort (i.e. 1 year base period, 3 or 4 option years, etc.)? Please explain.
7. Provide examples on how you have provided customer service to DOD and/or other Government Agencies.
8. Explain your familiarity with the Defense Transportation Regulation (DTR) part IV and Department of Defense (DOD) Personal Property Consignment Instruction Guide (PPCIG), Volumes 1 and 2, and the Joint Travel Regulation (JTR) Volumes I and II. Be particularly specific with your experience as it pertains to DOD entitlements.
9. How do you measure customer satisfaction?
10. What types of performance incentives and/or penalties (if any) do you impose to safeguard against theft and/or damage claims?
11. Please describe your claims resolution process.
12. Please describe all the ways you utilize technology for move management services. Specifically, are customers able to access information about their shipments using a smart phone and/or similar mobile technology (application based tablets, etc.)?

III. RESPONSE REVIEW

Any information submitted with your response that you do not consent to limited release must be clearly marked and segregated from other response material. Response to this RFI or lack thereof does not

constitute any obligation on the Government to pursue a follow-on effort, in part or whole, with specific vendors or otherwise.

IV. SUBMISSION INFORMATION

Responses are limited to 20 total 8.5" x 11" pages (12 pitch, Times New Roman font with 1 inch margins) and shall be directed via email Ms. Amy Miller, amy.m.miller50.civ@mail.mil and Mr. Andrew McClain, andrew.s.mcclain2@mail.mil not later than **4:30 PM (CT), 18 Dec 2018**. Please note, the Government is not seeking company brochures and/or marketing materials. All submissions shall only include responses to the questions asked in Section II of this RFI.