

FEMA STOS Onboarding Guide: 2024 Program year

Important: ALL TSPs must apply EVERY PROGRAM YEAR to participate in the FEMA STOS

Detailed instructions about each step can be found in the following pages throughout this document.

- 1. Read the guidelines
Estimated time: Up to two hours
- 2. Register or verify active registration on the System for Award Management (SAM.gov)
Estimated time: Fifteen days minimum for new applicants
- 3. Prepare your compliance documents
Estimated time: Up to three weeks for new applicants
- 4. Fill out the TSP Registration Form and request an account on LSCMS-C
Estimated time: 14 days
- 5. Upload onboarding documents to LSCMS-C + request proof of insurance from your provider
Estimated time: One hour
- 6. Receive Official Approval Email and Follow the Post Approval Check List
Estimated time: One to two weeks

Important dates

- **February 1:** Virtual Industry Day and onboarding opens – please note that you must have an active SAM registration before completing any of the next steps for onboarding.
- **February 23:** The last day FEMA will accept completed and correctly filled out LSCMS-C Access Control Forms and TSP Registration Forms for new TSPs (Step 4)
- **March 29:** Deadline to upload all required onboarding documents and for insurance providers to send proof of carrier insurance (Step 5)



FEMA

1. Read the guidelines

Estimated time: Up to two hours

There are two main documents that outline everything you need to know about the FEMA Tender of Service Program:

FEMA Standard Tender of Service (FEMA STOS)

Federal Emergency Management Agency Standard Tender of Service (FEMA STOS) provides the baseline rules for performing general freight services for federal agencies. This STOS provides the terms and conditions for transportation and related services for Freight of All Kinds (FAK) for shipments moved by truck, rail, air, water, or a combination of these modes. It applies to all rate tenders filed with FEMA. As a Transportation Service Provider (TSP) qualified to participate in providing freight transportation services, it is important to understand and carefully follow the contents of this document.

You can find a copy of the FEMA STOS on our program website: <http://www.fema.gov/transportation-programs>

FEMA Uniform Rules Tariff (FEMA URT)

The purpose of the Federal Emergency Management Agency (FEMA) Uniform Rules Tariff (FEMA URT) is to articulate the business rules and accessorial charges applicable to Transportation Service Providers (TSPs) submitting rates in response to the FEMA Standard Tender of Service (STOS), the General Request for Offers (RFO), and One Time Only (OTO) Requests for Offers for transportation and logistics services. The rules and accessorial charges contained in this publication will govern the freight services of the TSP's tender, and will apply from, to, or between those points which are specified in the individual tender.

You can find a copy of the FEMA URT [here](#) or on our program website: <http://www.fema.gov/transportation-programs>.

2. Register or verify active registration on the System for Award Management (SAM) on SAM.gov

Estimated time: Fifteen days minimum for new applicants

ALL APPLICANTS MUST HAVE AN ACTIVE SAM BEFORE FEMA WILL ACCEPT ANY OTHER ONBOARDING MATERIALS.

SAM is a General Services Administration (GSA) platform that FEMA references to verify the eligibility for any entity to do business with the federal government. You must register your organization with the name that your business operates under (that will appear in other forms like the LSCMS Access Control Form).

Registration with SAM is free, and it is important to note for new users that registration on SAM may take a minimum of 15 days.

Once you are registered, you will be issued a Unique Entity Identifier (UEI) which will be used in later forms.


Your registration must be renewed annually so if you were previously registered, check to ensure that your registration is still **active**.

COMPANY NAME

Unique Entity ID 12-digit UEI	Registration Status ● Active Registration	Expiration Date Nov 1, 2023
CAGE/NCAGE XXXXXXXX	Purpose of Registration All Awards	
Physical Address XXXXXXX	Mailing Address XXXXXXX	

Figure 1. If your SAM Registration is active, your profile will say “Active Registration”. The image above shows an active registration and would be accepted during the onboarding process.

COMPANY NAME

 This entity record has been validated as unique and existing, but is not registered in SAM.

Physical Address XXXXXXXX	Unique Entity ID XXXXXXXX
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Figure 2. An inactive SAM account will not be accepted during the onboarding process and FEMA will not accept any onboarding documents until an applicant's SAM account is active. The image above shows a company that has an account and a UEI assigned, but an inactive registration in SAM.

Reminder: SAM is a GSA platform and therefore FEMA cannot assist with registering. If you require any assistance, please go to <https://www.fsd.gov> or call 866-606-8220.

ALL APPLICANTS MUST HAVE AN ACTIVE SAM ACCOUNT BEFORE FEMA WILL ACCEPT ANY OTHER ONBOARDING MATERIALS.

3. Prepare your compliance documents

Estimated time: Up to three weeks for new applicants

These documents will either be sent to the FEMA STOS team via email or uploaded to FEMA's Logistics Supply Chain Management System (LSCMS) later by the applicant. Preparing them now will make future onboarding steps easier.

3a. Proof of insurance

For any mode of transportation that a TSP is applying to offer, they must prove that they have a minimum of \$300,000 of cargo coverage. Modes of transportation a TSP may offer to provide are: Truck Load (TL), Less than Truck Load (LTL), Air, Maritime, Rail, and Transportable Temporary Housing Unit (TTHU). More details about the forms used to prove that an applicant has appropriate coverage are in Step 5. This step is to prompt applicants to verify and, if needed, seek out the necessary coverage for the modes of transportation that they are offering FEMA.

3b. SCAC assignment letter issued by the NMFTA

You need a copy of your Standard Carrier Alpha Code (SCAC) assignment letter issued by the National Motor Freight Traffic Association, Inc. (NMFTA) to verify that your SCAC has not expired and is currently valid.



Figure 3. The National Motor Freight Traffic Association, Inc. (NMFTA) is the organization that issues Standard Carrier Alpha Codes (SCACs)

3c. Signed and dated FEMA Transportation Service Provider (TSP) Agreement

New Transportation Service Providers (TSPs) will need to sign and date the FEMA TSP Agreement which you can find [here](#) or on our program website: <http://www.fema.gov/transportation-programs>.

TSPs currently approved for the 2023 Program Year DO NOT need to sign another FEMA TSP Agreement for the 2024 Program Year.

3d. Proof of TTHU eligibility

If you select to provide Transportable Temporary Housing Unit (TTHU) services: Fill out the TSP TTHU Experience Form found on our website.

TTHUs include things like mobile homes, RVs, or travel trailers. For more information about equipment requirements for TTHUs, please see the FEMA STOS Section 2.2.2.

4. Fill out the TSP Registration Form and request an account on the Logistic Supply Chain Management System Cloud (LSCMS-C)

Estimated time: 14 days

FEMA WILL NOT ACCEPT TSP REGISTRATION FORMS AND LSCMS ACCESS CONTROL FORMS IF THE SAM REGISTRATION (STEP 2) IS NOT ACTIVE.

4a. Fill out the TSP Registration Form

ALL TSPs must fill out a TSP Registration Form annually whether they are currently approved or new applicants.

The TSP Registration Form will establish a profile for a TSP within FEMA specifically. One copy of the TSP Registration Form is required per TSP. The TSP Registration Form will specify the TSP's bid email, bid phone number, whether the TSP is asset-based and/or a freight broker, the modes of transportation that the TSP would like to provide FEMA, and the number of each type of asset the TSP owns (if applicable).

EVERY TSP CAN ONLY PROVIDE ONE BID REQUEST EMAIL AND BID REQUEST PHONE NUMBER.

FEMA utilizes the bid emails and phone numbers when we are attempting to award loads whether it is through submitted rates or in One Time Only/Spot Bids and therefore need one point of contact per TSP. We highly recommend that this email be a listserv or shared inbox so that it can reach multiple users as we need prompt responses to these communications.

You can find a copy of the TSP Registration Form on our program website: <http://www.fema.gov/transportation-programs>.

If you are a 2023 FEMA-approved TSP, please email your completed TSP Registration Form to fema-transportation-programs@fema.dhs.gov. You can skip step 4b. because you already have active LSCMS-C users on file.

4b. Request an account on the Logistic Supply Chain Management System Cloud (LSCMS-C)

LSCMS-C (or LSCMS for short) is the platform we use to communicate with vendors once a shipment has been awarded and where we ask vendors to upload important onboarding documents. **Every user must fill out a LSCMS Access Control Form if they would like an account on LSCMS.** Every Transportation Service Provider (TSP) must have at least one user, but TSPs may have more than one user if they like.

Once you fill out these two forms, please email them to fema-transportation-programs@fema.dhs.gov. Please make sure both forms are attached as separate pdfs in the same email. We will not accept emails from new applicants that do not include both forms. It may take up to 14 business days for your LSCMS account to be created.

February 23 is the deadline to for this step. New TSPs must submit both their TSP Registration Form (Step 4a.) and LSCMS-C Access Control Form (Step 4b.) in the same email as two pdf documents.

Are you currently approved for the 2023 FEMA STOS Program year and already have an active LSCMS account? If yes, then you only need to submit your TSP Registration form. You do not need to resubmit your LSCMS forms.

**DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
LSCMS-C ACCESS CONTROL FORM**

Access Request Type:

Instructions
To obtain access to Logistics Supply Chain Management System - Cloud (LSCMS-C) environment, an end user must complete all applicable Access Control form fields and return form to the System Administrator for processing. This form must be signed by the end user and the end user's Supervisor/FEMA COR/FEMA Tender of Service Provider (TSPs) Program Officer, then sent to the LSCMS-C System Administrator's Team.

Note: This is a multi form document with attachments that requires review and completion.

All system access is provided for official business of Department of Homeland Security/Federal Emergency Management Agency/ Logistics Management Directorate. Any other use of this information may be in violation of the *Acceptable Use Standard for FEMA Information Technology Resources Memorandum* and the system *Rules of Behavior*.

Unauthorized usage, distribution, reproduction, modification or deletion of any end user information outside the intended and approved use is strictly prohibited. It is understood that these are LSCMS-C system role base user accounts and may only be utilized to complete supply chain management processing for order entry, shipping, tracking, and monitoring of assets and commodities associated with the FEMA Logistics Management Directorate (LMD).

Username:

LSCMS-C/Logistic Gateway Training Date:

Requestor Information

(Required Fields: All)

(Optional Fields: FEMA Internal Use Only)

Email Address: Phone Number:

Organization/Company: Organization/Company Address: (Street, City, State, Zip Code)

Position/Job Function: Company Unique Entity Identifier # (UEI) (12 characters):

Purpose: Company SCAC # (4 characters):

Requestor Agreement
By signing this form, I certify that the information provided is correct.

Requestor Signature: Date Signed:

Email Supervisor/FEMA COR

Supervisor/FEMA COR/TSPs Program Officer Approval
By signing this form, I approve this end user for access requested on the LSCMS-C System.

Supervisor/FEMA COR/TSPs Program Officer Signature: Date Signed: Contact Phone Number:

Print Supervisor/FEMA COR/TSPs Program Officer Name: Supervisor/FEMA COR /TSPs Program Officer Email:

Final Submission

FEMA Form FF-119-0-0-20 LSCMS-C Access Control Form
Page 1

Figure 3. New users only need to fill out the “Requestor Information” and “Requestor Agreement” sections in the LSCMS-C Access Control Form before sending it to fema-transportation-programs@fema.dhs.gov.

Helpful tips filling out the LSCMS-C Access Control Form (otherwise it will be sent back for revision):

- Only fill out the “Requestor Information” and “Requestor Agreement” sections on Page 1 as highlighted in Figure 3.
- The company name MUST match the name listed on SAM.gov
- You MUST provide your 12-character UEI from SAM.gov
- Every user (if the TSP chooses to have multiple users) from each Company will use their own unique email for their user account

You can find a copy of the LSCMS-C Access Control Form on our program website:

<http://www.fema.gov/transportation-programs>.

5. Upload onboarding documents to LSCMS-C and request proof of insurance from your provider

Estimated time: One hour

This step must be complete by March 29 to be considered for the 2024 program year.

5a. Upload required onboarding documents onto LSCMS-C

Now that you have an LSCMS account, you can upload the necessary documents. If you are new to LSCMS or need refresher, you can find the Carrier Document Upload Reference Guide on our program website:

<http://www.fema.gov/transportation-programs>.

The documents you need to upload to LSCMS are those that you prepared in Step 3:

- Valid SCAC assignment letter issued by the NMFTA
- Signed and dated FEMA Transportation Service Provider (TSP) Agreement (for new TSPs)
- Proof of TTHU eligibility (If providing TTHU services)

5b. Submit proof of cargo insurance to the FEMA Transportation Programs Team

FEMA will not process cargo insurance forms until we have received and processed your TSP Registration form (all TSPs) and your LSCMS-C forms (new TSPs).

FEMA will only accept proof of insurance from the TSP's insurance provider. Have your insurance agency email a copy your Certificate of Insurance on an ACORD form showing proof of cargo insurance for a minimum of \$300,000 per mode of transportation. If there are any issues with the ACORD form, FEMA will communicate directly with the TSP applicant for the TSP to resolve with their insurance provider.

Please send the following instructions to your insurance provider:

FEMA requires an ACORD form to verify and validate that any potential Transportation Service Provider (TSP) has at least \$300,000 of cargo insurance for all desired modes of transportation. Modes of transportation a TSP may offer to provide are: Truck Load (TL), Less than Truck Load (LTL), Air, Maritime, Rail, and Transportable Temporary Housing Unit (TTHU).

Please note the following instructions:

- Include the insured's SCAC in addition to the company name. This is to reduce confusion between companies that have similar names
- In the DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES section, please specify the insured's SCAC and clearly state which modes of transportation their cargo insurance covers (e.g. TL, LTL, etc.).
- Please send the complete form to fema-transportation-programs@fema.dhs.gov and copy the insured

- In the subject line, please use the following format: “ACORD form [Insured company name] [Insured company SCAC]”

Note that if there are any issues with the ACORD form, FEMA will communicate directly with the insured.

6. Receive official approval email and follow the post approval check list

Estimated time: One to two weeks

Wait for any feedback from FEMA on your submitted forms until you are approved. **Save the approval email for your records.** The approval email will detail the post approval steps TSPs need to take to finalize their onboarding process. Welcome to the FEMA STOS Program!

IMPORTANT NOTE: You are not approved in the FEMA Tender of Service Program until you have received the official approval email.