

Federal Emergency Management Agency Standard Tender of Service (FEMA STOS)

Effective: July 1, 2025

Published January 2026



FEMA

This page intentionally left blank

Table of Contents

1. Overview	1
1.1. Getting Started	1
1.2. General.....	2
1.2.1. Use By And For the Government.....	3
1.2.2. Use of the term Transportation Service provider.....	3
1.2.3. Description of Freight of All Kinds.....	3
1.3. Acceptance of this STOS.....	4
1.4. Participation in this STOS	4
1.4.1. Other Authorized Federal Agencies (OAFA).....	4
1.4.2. Right to Issue RFO	4
1.4.3. Right To Accept Rates.....	4
1.4.4. Prohibited Use By A TSP	5
1.5. Application of this STOS.....	5
1.5.1. Bills of Lading (BOL).....	5
1.5.2. Validity of Rates	5
1.5.3. Noncompliant Tender Rule.....	6
1.5.4. Mileage Determination	6
1.6. Revising this STOS.....	6
2. Transportation Service Provider Approval Process	6
2.1. Approval Requirements Applicable to All TSPs.....	6
2.1.1. U.S. Department of Transportation (DOT) Operating Authority	9
2.1.2. Standard Carrier Alpha Code (SCAC)	9
2.1.3. System for Award Management (SAM) and Unique Entity Identifier (UEI).....	9
2.1.4. TSP Registration Form	9
2.1.5. LSCMS-C Access Control Form.....	10
<i>New LSCMS-C User Accounts</i>	10
<i>Existing LSCMS-C User Accounts</i>	11
2.1.6. Cargo Insurance	12
2.1.7. FEMA TSP Agreement and Certification Statement (FEMA TSP Agreement).....	12
2.1.8. Upload Required Documents to LSCMS-C.....	13
2.1.9. Third-Party Payment System	13
2.1.10. FEMA Core Values.....	14
2.2. Additional Information Applicable to Motor Freight TSPs	14

2.2.1.	File Annual Rates With FEMA	14
2.2.2.	Transportable Temporary Housing Units (TTHU) And Travel Trailers	15
2.2.3.	TSP Equipment Minimum Requirements	16
2.2.4.	Driver Requirements.....	17
	<i>Real ID</i>	17
	<i>Transportation Worker Identification Credential (TWIC)</i>	17
3.	FEMA Tender of Service Award Process.....	18
4.	Statement of Work.....	19
4.1.	Specific Functions	20
4.2.	Inspection	21
4.3.	Pickup Services	22
4.4.	Tracking Shipments	23
4.5.	Completion of Service	23
4.6.	Instructions Concerning Undelivered Freight	24
4.7.	Charges.....	24
4.8.	Special Services	24
4.9.	Hazardous Materials	24
4.10.	Routing of FEMA Shipments	24
4.11.	Freight Transit Time	25
	4.11.1. Transit Time For Conus Motor Freight Shipments (TL AND TTHU Only).....	25
	4.11.2. Transit Time For Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, Commonwealth of The Northern Mariana Islands (CNMI), and American Samoa Shipments	25
4.12.	Dropped Trailers/Containers and Trailer/Container Recovery	26
4.13.	Trailer/Container Detention Fees May Not Exceed Fair Market Value.....	26
5.	Loss or Damage Claims.....	27
5.1.	Liability and Loss or Damage Claims	27
5.2.	Damage to Government Furnished Equipment.....	29
5.3.	Trailers Damaged for Agency Missions.....	29
5.4.	Lost Freight (Astray Freight).....	30
6.	Service Performance Evaluation	30
6.1.	TSP Performance Reviews	30
	6.1.1. Transportation Service Provider (TSP) Does Not Honor Commitment.....	31

6.1.2.	Transportation Service Provider (TSP) Fails to Meet Required Delivery Date (RDD)	31
6.1.3.	Transportation Service Provider (TSP) Fails to Provide In-Transit Visibility (ITV)	31
6.1.4.	Transportation Service Provider (TSP) Fails to Pick Up Empty Trailer	31
6.1.5.	Transportation Service Provider (TSP) Loses or Damages Shipment	32
6.2.	TSP Performance Service Failures	32
6.3.	Temporary Nonuse	34
6.4.	Timelines for Corrective Actions and Referrals	35
7.	Invoicing and Payment	35
7.1.	Invoicing	35
7.2.	TSP Invoice Procedures	36
7.3.	TSP Training	36

Appendix A – FEMA Transportation Service Provider Agreement and Certification Statement. i

1.	Introduction	1
2.	Purpose	1
3.	Freight Reference	1
4.	Terms and Conditions	1
5.	Force Majeure	2
6.	Effective Date	2
7.	Agreement Review	2
8.	Termination	3
9.	Whole Agreement	3
10.	FEMA Transportation Service Provider Certification Statement	3

Appendix B – Definitions and Explanation of Terms 1

1.	Acronyms and Abbreviations	1
2.	Definitions	2

Appendix C – References and Websites 1

Appendix D – FEMA Trailer Receiving Form 1

Appendix E – FEMA Empty Trailer Release Form 1

1. Overview

1.1. Getting Started

The Federal Emergency Management Agency's (FEMA) Standard Tender of Service (STOS) provides the baseline rules for performing general freight services for federal agencies. Unlike the U.S. General Services Administration's (GSA) STOS that is applicable to all federal agencies, the FEMA STOS applies specifically to FEMA and Other Authorized Federal Agencies (OAFAs). An Oafa is a federal agency that is authorized to order transportation through this STOS under the Economy Act (31 U.S.C. § 1535) or other appropriate authority. Due to the unpredictable nature of emergency response work, FEMA leadership may direct FEMA transportation staff to work with Transportation Service Providers (TSPs) to develop transportation solutions that may not be covered explicitly in this document. 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.

TSPs use this STOS in conjunction with the FEMA Uniform Rules Tariff (FEMA URT) and FEMA Rate Filing Instructions (FEMA RFI):

- The FEMA Uniform Rules Tariff provides rules and charges for accessorial services.
- The FEMA RFI is the solicitation document that FEMA issues to qualified TSPs to provide rate filing instructions for the upcoming program year's Rate Filing Cycle. It amends and updates this STOS with any specialized requirements for the Rate Filing Cycle.
- FEMA Spot Bids request a bid for a single shipment or a group of shipments that are very similar to each other. FEMA Spot Bids are issued as needed.

These documents, along with Title 41 of the U.S. Code of Federal Regulations (C.F.R.) Parts 102-117 and 102-118 and other documents cited in the FEMA STOS comprise the rules and regulations for general freight services. Please read all the FEMA Tender of Service Program documents carefully to understand how they fit together to make up all the rules and regulations governing FEMA freight shipments. For questions or concerns, write to FEMA-Transportation-Programs@fema.dhs.gov.

Additional program information can be found on our website: www.fema.gov/transportation-programs.

1.2. General

This STOS provides the terms and conditions for transportation and related services¹ 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.

This STOS consists of the current versions of the following documents:

- The FEMA Standard Tender of Service (STOS) (this document)
- The FEMA Uniform Rules Tariff (FEMA URT)
- FEMA Rate Filing Instructions (FEMA RFI)
- U.S. Government Freight Transportation Handbook

The U.S. Government Freight Transportation Handbook is managed by the GSA and can be accessed via their website ([https://www.gsa.gov/cdnstatic/FreightHandbook Final May 2021.pdf](https://www.gsa.gov/cdnstatic/FreightHandbook%20Final%20May%202021.pdf)). GSA prescribes regulations governing the use of the U.S. Government Bill of Lading – International and Domestic Overseas Shipments, U.S. Government Bill of Lading – Privately Owned Personal Property, commercial bills of lading, and electronic bills of lading that are referenced in 41 C.F.R. Parts 102-117 and 102-118.

This STOS is published and managed by FEMA. Always check the website (www.fema.gov/transportation-programs) for the most up-to-date versions of this and all freight-related documents and current points of contact. You may contact FEMA at:

Federal Emergency Management Agency
Logistics Management Directorate
Transportation Management Division
Email: FEMA-Transportation-Programs@fema.dhs.gov
Website: www.fema.gov/transportation-programs

According to 41 C.F.R. § 102-117.30, FEMA may negotiate a rate tender with TSPs under 49 U.S.C. § 10721 or 49 U.S.C. § 13712 to acquire transportation or related services for the U.S. Government without charge or at rates reduced from the applicable commercial rates. This STOS is not to be construed, in any way, as the setting of rates or charges by FEMA. TSPs must independently establish their own levels of rates and charges. TSPs submit their rates in response to the FEMA

¹ The term “related services” only includes services provided in conjunction with and/or as required for transportation, and excludes services unrelated to transportation (e.g., van trailers, containers, or refrigerated trailers provided exclusively for the purpose of stationary storage not intended for transport).

Rate Filing Instructions (FEMA RFI) and, when issued, FEMA Spot Bids. All rates must be submitted in accordance with FEMA's RFI during the Rate Filing Cycle (RFC).

Shipments that the federal government elects to move in government vehicles and freight subject to specific agency/organization programs or contracts are excluded from the terms and conditions of this STOS.

1.2.1. USE BY AND FOR THE GOVERNMENT

For all transportation acquired under the terms and conditions of this STOS, the Government is either the consignor or the consignee (see Definitions, Appendix B), and the total charges paid to the TSP by the consignor or consignee are for the benefit of the Government.

1.2.2. USE OF THE TERM TRANSPORTATION SERVICE PROVIDER

The term Transportation Service Provider (TSP) is used throughout this STOS to refer to any party, person, agent, or carrier that: (a) provides freight transportation and related services to FEMA or OAFAs, (b) possesses the proper authorities, licenses, and insurance to conduct business as a freight carrier or intermediary, and (c) has been approved by FEMA to participate in this traffic. For the purpose of this STOS, TSPs include motor carriers; air, rail, and ocean carriers; freight brokers; and other transportation intermediaries.

1.2.3. DESCRIPTION OF FREIGHT OF ALL KINDS

Shipments under this STOS involve a variety of commodities used by FEMA that are generally described as Freight of All Kinds (FAK). For the purposes of this STOS, FAK consists of those resources that a TSP offers to transport at one inclusive rate or charge regardless of their classification in any other rating system, or differing transportation characteristics. TSPs filing FAK rates may not restrict the application of such rates by imposing any further commodity, density, or classification exclusions.

The following items and commodities will not be included as FAK:

- Narcotics and dangerous drugs
- Explosives, Class 1, Divisions 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6, as defined in 49 C.F.R. § 173.50
- Radioactive materials requiring a hazardous material label
- Etiologic agents, hazardous waste, or corpses
- Uncrated used household goods or personal effects
- Currency (coins, paper money)
- Postage stamps or stamped envelopes

TSPs should note that FEMA may request shipping some of the commodities excluded from FAK as defined above. In these cases, FEMA will issue a special RFO or Spot bid. TSPs should carefully review these RFOs or Spot Bids for changes to the definition of FAK and respond accordingly.

1.3. Acceptance of this STOS

The acceptance of this STOS is a prerequisite for any party, person, agent, or carrier desiring to be considered for the transportation of property shipped by FEMA or OAFAs. If a conflict exists between the provisions of this STOS and the provisions named in the FEMA URT or FEMA RFI, the provisions of this STOS will apply.

1.4. Participation in this STOS

1.4.1. OTHER AUTHORIZED FEDERAL AGENCIES (OAFAs)

The purpose of FEMA's Tender of Service Program is to enable FEMA to meet its mission of helping people before, during, and after disasters. However, FEMA may provide transportation assistance to other federal agencies for activities authorized under the Economy Act or any other appropriate authority. Once the appropriate agreement is established between FEMA and a requesting federal agency authorizing FEMA's provision of transportation assistance, that Agency becomes an Other Authorized Federal Agency (OAFAs) eligible to receive or utilize transportation services under the FEMA STOS. These moves are typically ordered and arranged by FEMA.

1.4.2. RIGHT TO ISSUE RFO

FEMA manages this STOS, the FEMA RFI, Spot Bids, and special RFOs. FEMA issues the RFI, Spot Bids, and any special RFOs under this STOS for FEMA and OAFAs. No agency or other organization is authorized to issue its own RFO and reference or plagiarize this STOS without consulting with FEMA. FEMA is the sole authority to solicit rates on behalf of FEMA and OAFAs.

1.4.3. RIGHT TO ACCEPT RATES

FEMA is entitled to accept rates submitted by approved TSPs in response to the FEMA RFI referencing the terms and conditions of the FEMA STOS, FEMA URT, and the U.S. Government Freight Transportation Handbook. All submitted rates in these cases must be provided in good faith, are considered final and non-negotiable once submitted, and will be relied upon by FEMA and OAFAs when ordering transportation in the special circumstance defined. If a TSP attempts to increase its rates at the time an order is placed, the increase shall be rejected, and the TSP may be immediately placed in temporary nonuse status. Following such an action, FEMA will examine whether the act was egregious and determine whether additional disciplinary actions may be taken against the TSP.

FEMA is entitled to accept rate offers submitted by approved TSPs in response to any special FEMA Request for Offers (RFO) referencing the terms and conditions of the FEMA STOS, FEMA URT, and the U.S. Government Freight Transportation Handbook in the case of unique circumstances that require a separate RFO to address a specific set of transportation moves and requirements. Similar to

above, all submitted rates in these cases must be provided in good faith and are not negotiable once finalized. Submitted rates are final and will be relied upon by FEMA and OAFAs when ordering transportation in the special circumstance defined. If a TSP attempts to increase its rates at the time an order is placed, the increase shall be rejected, and the TSP may be immediately placed in temporary nonuse status. Following such an action, FEMA will examine whether the act was egregious and determine whether additional disciplinary actions may be taken against the TSP.

1.4.4. PROHIBITED USE BY A TSP

TSPs are never authorized to reference or use any STOS language to offer or sell their transportation services to agencies or organizations. Violation of this provision may result in a TSP being subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3.

The Department of Homeland Security (DHS) seal and FEMA mark are protected by 18 U.S.C. §§ 506, 701, and 1017, among other laws, and may not be used without first obtaining prior written permission by the DHS Secretary or his/her designee or in any manner that violates DHS Management Directive 123-06. Violation of this provision may result in a TSP being subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3.

1.5. Application of this STOS

1.5.1. BILLS OF LADING (BOL)

The FEMA Tender of Service Program uses Bills of Lading (BOLs) to acquire freight transportation services. The BOL, sometimes referred to as a commercial bill of lading, establishes the terms of contract between a shipper (FEMA or an OAFAs) and a TSP. It serves as a receipt of goods, a contract of carriage, and documentary evidence of title according to 41 C.F.R. § 102-117.85).

By accepting this STOS, a TSP agrees that specific terms and conditions of a BOL are included in its rate tender. Specific terms and conditions that apply to the BOL include requirements in the following:

- 49 U.S.C. § 13712
- 41 C.F.R. § 102-117.65
- 41 C.F.R. § 102-118.140

1.5.2. VALIDITY OF RATES

The RFI establishes the specific period of time that a TSP's rates are valid. Usually, rates under this STOS are valid for one (1) year with the option to extend them up to one (1) year. FEMA reserves the right to extend an existing period that the submitted rates are valid for up to one (1) year beyond the

original expiration date. If a TSP chooses not to agree to extend period, the TSP will be removed from the system during the final extension period.

1.5.3. NONCOMPLIANT TENDER RULE

A nonresponsive tender is defined as a TSP tender that is accepted and distributed for use but is later found to be in noncompliance with the terms and conditions of this STOS. Nonresponsive tenders are subject to immediate removal from the FEMA STOS Program by FEMA. The TSP will be notified when tenders are removed under these circumstances and will also be advised of the basis for their removal.

1.5.4. MILEAGE DETERMINATION

Unless otherwise authorized or as provided for in Item **180: Circuitous Routings of Hazardous Material Shipments** of the FEMA URT, all tenders for shipments within the continental United States (CONUS), Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands (CNMI) and between the United States and its territories and other locations will be predicated on the shortest route distance as determined by the version of ALK Technologies PC*MILER identified in the RFI prevailing at the time of the tender. PC*MILER is a software package tailored to the trucking industry that generates point-to-point mileage, routes, and driving instructions over the complete highway system in North America, including Puerto Rico and the U.S. Virgin Islands.

If mileage cannot be determined using ALK Technologies PC*MILER, the TSP may use an applicable mileage guide, book, or other method to determine mileage, subject to verification by FEMA.

1.6. Revising this STOS

This STOS will be revised by FEMA on an as-needed basis, and any such revisions will be published on FEMA's freight transportation website, www.fema.gov/transportation-programs. Only FEMA may change or reissue this STOS.

Unless specifically endorsed by FEMA in writing as part of the publication, versions of this STOS issued by parties other than FEMA, including reprints of the FEMA website pages, electronic copies, or any other form of publication, are null and void.

2. Transportation Service Provider Approval Process

2.1. Approval Requirements Applicable to All TSPs

Participation in the FEMA Tender of Service Program is open to any Transportation Service Provider (TSP) that FEMA has approved for participation. To become a FEMA-approved service provider, TSPs will:

- Accept all terms and conditions of this STOS;
- Perform all services in accordance with applicable federal, state, and local laws and regulations;
- Possess the appropriate, current operating authority to perform the freight shipments tendered to the TSP and will produce evidence of that authority upon demand;
- Maintain minimum cargo insurance in the amount of \$300,000;
- Maintain public liability insurance as required by federal, state, and local regulatory agencies; and
- Maintain specific liability insurance for transporting hazardous cargo, if a TSP is transporting such material.
- Maintain a physical office and an authorized representative within the United States or its territories.

TSPs may only apply for participation in the FEMA Tender of Service Program during the Open Enrollment period each year. Open Enrollment dates will be announced on the FEMA Tender of Service Program website (www.fema.gov/transportation-programs). TSP onboarding requests submitted outside the Open Enrollment period will be rejected. FEMA reserves the right to deviate from this approach if extreme circumstances arise that prevent FEMA from reasonably following this approach due to the nature of emergency response work.

TSPs approved for the previous program year and currently in temporary non-use status, must have their corrective action plan approved by the FEMA Tender of Service Program team before the onboarding period ends, to successfully re-register for the new program year.

All motor freight, air, ocean, rail, and intermodal freight TSPs are required to submit the documents and information listed in Table 1 below for FEMA approval. Additional information and approval requirements specific to motor freight TSPs are listed in Section 2.2. Each TSP may only register for the FEMA Tender of Service Program once and may not use multiple Standard Carrier Alpha Codes (SCACs) to submit multiple registration requests. Each TSP applicant must have a unique SCAC, Unique Entity Identifier (UEI) issued by SAM, and a unique non-foreign physical address. Any duplication of these components will bar the applicants from continuing in the application process until only one unique applicant is decided upon.

Once a TSP submits all documentation and information required to qualify for participation in this STOS, FEMA's review and decision timeline will vary based on the FEMA Tender of Service Program's staffing levels and workload at the time of the submission. For example, FEMA may suspend its TSP review and approval process during an active disaster when FEMA's Tender of Service Program staff and resources are redirected to support the federal disaster response. When staffing levels and workload permit, FEMA will review the TSP's submission to confirm all requirements have been satisfied before approving the TSP as eligible to participate in the FEMA Tender of Service Program.

TABLE 1: FEMA TSP Onboarding Checklist

Items	Issued By	Contact Information
Department of Transportation (DOT) Operating Authority	DOT	Motor: https://www.fmcsa.dot.gov Barge & Ocean: https://www.fmc.gov Rail: http://safetydata.fra.dot.gov/officeofsafety
Standard Carrier Alpha Code (SCAC)	National Motor Freight Traffic Association, Inc. (NMFTA)	https://nmfta.org/scac/
System for Award Management (SAM) Registration	GSA	https://www.sam.gov/SAM/
Unique Entity Identifier (UEI)	SAM.gov	https://www.sam.gov/SAM/
Complete and signed TSP Registration Form	FEMA	www.fema.gov/transportation-programs
Complete and signed LSCMS Access Control Form	FEMA	www.fema.gov/transportation-programs
FEMA requires cargo insurance of at least \$300,000. Request insurance provider to send ACORD form verifying level of insurance coverage	TSP's Insurance Company or Agent	TSP's Insurance Company or Agent
Signed FEMA TSP Agreement and Certification Statement (FEMA TSP Agreement)	FEMA	www.fema.gov/transportation-programs
Uploaded copies of signed FEMA TSP Agreement, and SCAC Assignment Letter to LSCMS	FEMA	www.fema.gov/transportation-programs
Register with FEMA's Third- Party Payment System (Syncada)	U.S. Bank	Contact information provided in initial approval email
Motor Freight TSP additional requirements	FEMA	See Section 2.2

2.1.1. U.S. DEPARTMENT OF TRANSPORTATION (DOT) OPERATING AUTHORITY

TSP agrees to maintain valid operating certificates for its scope of operations. TSPs must provide their DOT, Motor Carrier, or Freight Forwarder number upon request and always maintain active operating authority. Loss of operating authority will result in immediate disqualification. Carriers must ensure that the information provided to FEMA is kept up-to-date and reflects an active operating authority.

2.1.2. STANDARD CARRIER ALPHA CODE (SCAC)

All carriers must obtain a valid SCAC, a unique four-letter code, issued through the National Motor Freight Traffic Association (NMFTA) used to identify transportation companies. To receive or be issued a SCAC, contact NMFTA at 1001 North Fairfax Street, Alexandria, VA 22314, 703-838- 1831, or www.nmfta.org. TSPs must ensure their SCAC is active at all times and must provide a copy of their current SCAC Assignment Letter issued by the NMFTA to remain an active carrier for FEMA.

2.1.3. SYSTEM FOR AWARD MANAGEMENT (SAM) AND UNIQUE ENTITY IDENTIFIER (UEI)

To be eligible to participate in the FEMA Tender of Service Program, all TSPs must first register in the System for Award Management (SAM). The SAM is the online contractor database for the U.S. federal government. The SAM collects, validates, stores, and disseminates data in support of agency and other eligible user acquisition and award missions. It is a free service. Registration information and procedures can be found at the SAM website: <https://www.sam.gov/SAM/>. For assistance with your SAM registration, you may contact the SAM Help Desk at 866-606-8220 or https://www.fsd.gov/gsafsd_sp

To register in the SAM, you must first request a Unique Entity Identifier (UEI) through the SAM website (<https://www.sam.gov/SAM/>). The UEI is a 12-digit alphanumeric code used to uniquely identify, validate, and verify federal contractors.

Note that a TSP must be registered in the SAM with an active registration before applying to become a FEMA-approved TSP.

FEMA will not accept TSP registration forms and LSCMS Access Control Forms (discussed below) if an applicant's SAM registration is not active.

2.1.4. TSP REGISTRATION FORM

TSP applicants must fill out the TSP Registration Form. 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). A copy of the TSP Registration Form can be found at www.fema.gov/transportation-programs. It is the responsibility of the TSP to maintain current contact information by informing FEMA of any changes. If communication with the TSP's bid email returns to FEMA as "undelivered," the TSP will be placed in inactive status until updated contact information is provided.

For currently approved applicants, submit your completed form as a single pdf file to FEMA-Transportation-Programs@fema.dhs.gov. ***The TSP Registration Form will only be accepted via email.***

For new applicants, submit your completed TSP Registration Form and LSCMS-C Access Control Form as two separate pdfs to FEMA-Transportation-Programs@fema.dhs.gov. ***The TSP Registration Form and LSCMS-C Access Control Form will only be accepted via email and will only be accepted if both documents are included.***

2.1.5. LSCMS-C ACCESS CONTROL FORM

The Logistics Supply Chain Management System Cloud (LSCMS-C) is the internet-based software system that FEMA uses to manage transportation functions. LSCMS-C provides the capability for TSPs to upload documents for FEMA review and approval, allows FEMA staff to schedule and book transportation with FEMA-approved TSPs, and allows completed transportation moves to be promoted for payment through Syncada.

Due to policies described in the DHS 4300A Attachment G (Rules of Behavior) and FEMA Directive 122-1 (Official International Travel), LSCMS accounts cannot be created for users located in foreign locations and existing accounts cannot be accessed by any user trying to sign in from a foreign location.

New LSCMS-C User Accounts

To obtain access to LSCMS-C, all TSP users must first fully complete and sign the LSCMS-C Access Control Form. A copy of the LSCMS-C Access Control Form is available at www.fema.gov/transportation-programs.

The FEMA Tender of Service Program facilitates two levels of LSCMS-C user access:

- Carrier Document Upload – this access allows a user to upload documents that are required for a TSP to become a FEMA-approved TSP. At least one user from each TSP needs Carrier Document Upload access to obtain and maintain the TSP’s eligibility for the FEMA Tender of Service Program. More than one user per TSP may request Carrier Document Upload access if desired. Once access has been granted, the Carrier Document Upload function can be accessed within LSCMS under the “Carrier Document Management” heading.
- Carrier Web Tenders – TSPs are required to use this tool within their LSCMS account to provide timely, updated information regarding FEMA shipments including pick up status, delivery status, and other relevant information. Carrier Web Tenders also allows TSPs to access and print BOLs associated with any freight they are moving for FEMA. FEMA may request Carrier Web Tenders access on a TSP’s behalf when the following conditions are met:
 - The TSP has submitted all the required documentation and has received an email confirmation from FEMA that they are a FEMA-Approved TSP.

- The email confirmation that informs a TSP that they have been approved for participation in the FEMA Tender of Service Program will include a link to an online training module on how to use Carrier Web Tenders within LSCMS. A user must complete the training and pass the final test with a score of 80% or higher.

Once both conditions are met, FEMA may request access to Carrier Web Tenders on the user's behalf. At least one user from each TSP needs access to Carrier Web Tenders, but more than one user per TSP may request access if desired. Once access has been granted, the Carrier Web Tenders function is located within LSCMS under the "Web Tenders" heading. A Carrier Web Tenders Student Manual with instructions on how to use Web Tenders is available at www.fema.gov/transportation-programs.

For currently approved TSPs who would like additional users, submit your completed form as a single pdf file to FEMA-Transportation-Programs@fema.dhs.gov. ***The LSCMS-C Access Control Form will only be accepted via email.***

For new applicants, submit your completed TSP Registration Form and LSCMS-C Access Control Form as two separate pdfs to FEMA-Transportation-Programs@fema.dhs.gov. ***The TSP Registration Form and LSCMS-C Access Control Form will only be accepted via email and will only be accepted if both documents are included.***

Once the LSCMS-C Access Control Form has been processed, a FEMA system administrator will send the TSP an email with a username and temporary password for access to LSCMS. Please be aware that you must log in to your LSCMS-C account at least once every 35 days or your account will be automatically disabled. Please be sure to change your password every 90 days.

Once a TSP has been approved for participation in the FEMA Tender of Service Program, it is required to have at least one user with access to Carrier Web Tenders. Failure to adhere to this requirement may result in a TSP being subject to temporary nonuse. It is the responsibility of the TSP to ensure they maintain their access to their LSCMS account and Web Tenders. Changing staff members or the need for a password reset due to failure to regularly log in will not be an excuse for failing Performance Metrics described in Section 6.

Existing LSCMS-C User Accounts

All existing LSCMS-C user account holders must maintain their LSCMS-C accounts by logging in every 35 days. If there are any issues accessing an account, more information can be found on the FEMA website (www.fema.gov/transportation-programs) or by contacting FEMA-Transportation-Programs@fema.dhs.gov. It is the responsibility of the TSP to ensure they maintain their access to their LSCMS account and Web Tenders. Changing staff members or the need for a password reset due to failure to regularly log in will not be an excuse for failing Performance Metrics described in Section 6.

2.1.6. CARGO INSURANCE

All TSPs must maintain a minimum of \$300,000 in cargo insurance, per shipment (regardless of mode), to transport FEMA freight. Cargo insurance must remain active at all times and proof of current, valid cargo insurance must be provided by supplying a certificate of insurance on an ACORD form to FEMA. ACORD (Association for Cooperative Operations Research and Development) is the global standards-setting body for the insurance and related financial services industries. The ACORD form must clearly indicate which modes of transportation the TSP's cargo insurance coverage applies to, any equipment or commodity exclusions, and the amount of cargo insurance coverage the TSP holds for each mode. TSPs will not be permitted to provide transportation services to FEMA via a mode of transportation for which they have not provided proof of valid cargo insurance coverage of at least \$300,000. Point of contact information for the TSP's insurance company (including the contact's name, phone number, and email address) must appear on the ACORD form so that FEMA may verify coverage. Failure to provide updated information or retain active cargo insurance will result in the immediate suspension of the TSP from the FEMA Tender of Service Program.

If the value of the cargo exceeds \$300,000, the value of the shipment will be clearly stated on the BOL. In the event of loss or damage, TSPs accepting the shipment will be responsible for the full replacement value of the shipment. TSPs who do not reimburse the federal government for the full replacement value of the shipment will be subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3, as well as claims under 49 C.F.R. Parts 370 and 1005. TSPs who refuse to accept FEMA cargo that exceeds a value of \$300,000 because they do not have adequate insurance coverage or cannot self-insure to cover the financial risk associated with that cargo will not be penalized in their Service Performance Evaluations and TSP Service Compliance Scores as described in Section 6.

All completed ACORD forms must be emailed directly from the insurance provider to FEMA-Transportation-Programs@fema.dhs.gov with the TSP applicant copied on the email message and the TSP's SCAC code in the email's subject line. On the ACORD form, insurance providers must include the TSP's name (i.e., either as the primary insured or as an "additional insured"), the TSP's SCAC code, and the specific modes of transportation covered by the cargo insurance. FEMA will contact the TSP applicant directly if there are any issues with the form until it is approved and accepted.

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).

2.1.7. FEMA TSP AGREEMENT AND CERTIFICATION STATEMENT (FEMA TSP AGREEMENT)

To participate in the FEMA Tender of Service Program, TSPs must agree to the terms and conditions of the FEMA TSP Agreement (see Appendix A). This document is also located on the FEMA website (www.fema.gov/transportation-programs).

Questions about the approval process may be directed to FEMA at:

Federal Emergency Management Agency
Logistics Management Directorate
Transportation Management Division
Email: FEMA-Transportation-Programs@fema.dhs.gov
Website: www.fema.gov/transportation-programs

2.1.8. UPLOAD REQUIRED DOCUMENTS TO LSCMS-C

After obtaining Document Upload access (as described in Section 2.1.5), all TSPs must upload copies of the following documents to LSCMS for FEMA review to become a FEMA-Approved TSP:

- Signed FEMA TSP Agreement
- Copy of current Standard Carrier Alpha Code (SCAC) assignment letter from the National Motor Freight Traffic Association (NMFTA) (see Section 2.1.2).

A Carrier Document Upload Reference Guide is available on www.fema.gov/transportation-programs. The document upload function can be accessed within LSCMS, under the “Carrier Document Management” heading. Please note that submission of false documentation to FEMA may result in a TSP being subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3.

In addition, FEMA will review the TSP’s record in the System for Award Management (SAM) associated with the UEI number provided on the TSP’s LSCMS-C User Account Management Request Form to verify the TSP’s eligibility status for government award.

2.1.9. THIRD-PARTY PAYMENT SYSTEM

FEMA uses an automated, web-based Third-Party Payment System (TPPS) to streamline the audit, approval, and payment processes associated with transportation-related expenses. U.S. Bank is FEMA’s current TPPS provider.

To participate in the FEMA Tender of Service Program, TSPs must be enrolled in Syncada and be certified to receive e-payment for transportation services to FEMA. TSPs must register directly with Syncada and may not use a factoring company for payment. Even if otherwise qualified, TSPs that are not enrolled in Syncada will not be eligible to transport freight under the terms and conditions of this STOS. Failure to enroll by the deadline specified each onboarding year may result in a TSP being removed from the program. Signing up with Syncada is free though there is a small fee associated with each payment. For more details, please reach out to fema-transportation-programs@fema.dhs.gov.

Contact information for Syncada is provided once a TSP is initially approved in their approval email. See Section 7, Invoicing and Payment, for additional details regarding Syncada.

TSPs already enrolled in Syncada through another Government agency must still enroll separately through FEMA to receive payment for transportation services provided to FEMA.

2.1.10. FEMA CORE VALUES

FEMA is committed to the core values of compassion, fairness, integrity, and respect. FEMA personnel apply these values in dealing with co-workers, response partners, and non-disaster customers. They earn the trust of citizens, co-workers, and partners by treating those whom they serve with dignity and always behaving honestly, dependably, credibly, and professionally.

FEMA employees are committed to serving Americans in need. It is the expectation that TSPs, acting in support of FEMA, will use these same core values to guide their behavior and interactions with others. Any action or behavior that violates FEMA's core values may result in a TSP being subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3.

2.2. Additional Information Applicable to Motor Freight TSPs

In addition to the approval requirements listed in Section 2.1 applicable to all TSPs, Motor Freight TSPs are also invited to participate in the following:

2.2.1. FILE ANNUAL RATES WITH FEMA

FEMA solicits rates as defined in Section 1.4. Rates submitted under the FEMA RFI must be submitted electronically via FEMA's internet-based Transportation (TP) system. All approved Motor Freight TSPs desiring to do business with FEMA may submit their rates on an annual basis following the instructions outlined in this STOS, FEMA RFI, and in the TP training provided by FEMA. These instructions include:

- The method and procedures for filing
- The dates for rate filing
- The dates for acceptance
- The dates for resubmission and corrections, if applicable
- The notification of accepted rates
- The notification of unaccepted rates
- The instructions and procedures for posting the accepted rates

Electronic rate submission is the method of filing rates for the FEMA Tender of Service Program. All accepted rates are provided to the GSA's Transportation Audit Division for their use in the freight Bill

of Lading audit process required by the Federal Management Regulation (41 C.F.R. § 102-118.260). Contact information is on the GSA’s Transportation Audit Division website.

TSPs wishing to provide transportation and logistics services to FEMA must log into Transportation Procurement to provide annual rates for both line haul service and accessorial charges. Dates for the next Rate Filing Cycle will be announced on www.fema.gov/transportation-programs when available. Instructions on how to access Transportation Procurement and how to submit rates will be provided to TSPs in advance of the Rate Filing Cycle.

Motor Freight TSPs that have been approved for participation in the FEMA Tender of Service Program but do not submit rates will only be qualified to respond to Spot Bids when those opportunities are available.

TSP rates that do not comply with the FEMA RFI will be rejected as nonresponsive.

2.2.2. TRANSPORTABLE TEMPORARY HOUSING UNITS (TTHU) AND TRAVEL TRAILERS

TSPs who move TTHUs and/or Travel Trailers for FEMA are responsible for knowing and abiding by all applicable federal, state, and local laws, regulations, and specialized equipment requirements for transporting these units. FEMA’s TTHUs are manufactured houses on a chassis system (rolling stock) of various sizes with many being classified as oversized loads and may require special permits, banners, flags, escorts, or other special services and considerations. Requirements and any applicable travel restrictions (e.g., interstate only, daylight only, no weekend or holiday movement, etc.) may vary from state to state.

FEMA will provide the weight and dimensions of the TTHU or Travel Trailer, and it is the TSP’s responsibility to ensure they provide the proper equipment and all permits and transportation services to move the TTHU safely and in accordance with all laws and regulations.

Table 2 below includes some approximate weights and dimensions for these units. As these figures may vary depending on the manufacturer, FEMA will confirm the weight and dimensions of the unit before issuing a BOL for movement.

Table 2: TTHU and Travel Trailer Approximate Weights & Dimensions

<i>Unit Type</i>	<i>Approx. Length (ft.)</i>	<i>Approx. Width(ft.)</i>	<i>Approx. Height (ft.)</i>	<i>Approx. Weight (lbs.)</i>	<i>Connectors</i>	<i>Tow Lights / Light Bars</i>
TTHU	48 - 72	14+	12 - 14	17,000 - 42,000	2-5/16 inch ball hitch only	TSP must provide
TTHU Express Unit	48 - 68	8 - 14	12 -14	17,000 - 36,500	2-5/16 inch ball hitch and 7 pin trailer connector	Already installed on unit by manufacturer

<i>Unit Type</i>	<i>Approx. Length (ft.)</i>	<i>Approx. Width(ft.)</i>	<i>Approx. Height (ft.)</i>	<i>Approx. Weight (lbs.)</i>	<i>Connectors</i>	<i>Tow Lights / Light Bars</i>
Travel Trailer	21 - 34	8	10	7,400 - 11,000	2-5/16 inch ball hitch and 7 pin trailer connector	Already installed on unit by manufacturer

Drivers must present a copy of the FEMA BOL and their current driver’s license upon arrival to pick up a TTHU or Travel Trailer. The TSP is fully responsible for repairing any damage to a TTHU or Travel Trailer while the unit is in their possession.

Any TSP that wants to transport FEMA TTHUs and Travel Trailers must upload a completed TSP TTHU and Travel Trailer Form to LSCMS-C describing their previous experience moving such units. FEMA staff will only review TTHU and Travel Trailer Forms that have been uploaded to the LSCMS-C portal. A copy of the TSP TTHU and Travel Trailer Form can be found at www.fema.gov/transportation-programs.

If a TSP is unable to document significant prior experience successfully moving TTHUs and/or Travel Trailers, the TSP will not be offered transportation opportunities to move these units. Significant experience includes experience with units requiring escorts, units with similar size, weight, and connectors as those listed in Table 2, and a minimum of ten (10) units moved annually. Any rates submitted by a TSP not approved to move TTHUs or Travel Trailers will be rejected.

TSPs approved to transport FEMA TTHUs and/or Travel Trailers should be aware that when transporting these units, additional tires must be brought to the pickup location. Tires must meet or exceed DOT requirements as listed in 49 CFR 393.75, 49 CFR 571.110 and 49 CFR 571.120.

2.2.3. TSP EQUIPMENT MINIMUM REQUIREMENTS

Transportation Service Providers (TSPs) interested in providing Motor Freight services to FEMA must have access to specific equipment based on the mode of transportation they are providing (TL, LTL and TTHU). At a minimum, TSPs must have access to the following:

- Truckload (TL)
 - Power Tractor w/ Adjustable 5th Wheel
 - Trailer
- Less-Than-Truckload (LTL)
 - Power Tractor
 - Box Truck w/Liftgate

- Trailer
- Transportable Temporary Housing Unit (TTHU)
 - Power Tractor w/ Adjustable 5th Wheel

Access to this equipment can be through direct ownership or brokered agreements. TSPs without access to the minimum required equipment for their chosen mode(s) of service will not be eligible to join the program.

2.2.4. DRIVER REQUIREMENTS

TSPs are responsible for ensuring that any driver who transports Government freight on their behalf is legally qualified and possesses all necessary documentation. Please refer to the FEMA URT, Item 3: Driver Requirements for a detailed description of driver requirements.

Real ID

Passed by Congress in 2005, the REAL ID Act enacted the 9/11 Commission's recommendation that the federal government "set standards for the issuance of sources of identification, such as driver's licenses." The Act established minimum security standards for state-issued driver's licenses and identification cards and prohibits federal agencies from accepting licenses and identification cards for official purposes from states that do not meet these standards.

Beginning on May 7, 2025, federal agencies may only accept state-issued driver's licenses and identification cards as identification for purposes of accessing Federal facilities (including FEMA facilities) if the license or card was issued by a REAL ID compliant state in accordance with the REAL ID security standards, which means the license or card must include the REAL ID compliant star marking. Please check with your state driver's license agency on the process for obtaining a REAL ID-compliant license or identification card.

Please see the U.S. Department of Homeland Security (DHS) website for more information:
<https://www.dhs.gov/real-id/real-id-faqs>.

Transportation Worker Identification Credential (TWIC)

FEMA recommends the use of drivers that are Transportation Worker Identification Credential (TWIC) card holders. Possession of a TWIC card can facilitate access to certain freight origins and destinations such as maritime facilities and government installations. If a driver needs access to a facility that requires TWIC and does not have a TWIC card, access can occasionally be provided via a security escort into the facility. However, FEMA cannot guarantee entry onto a property not controlled by FEMA. TSPs will be fully responsible for payment of any and all costs associated with a security escort or may be required to have a driver that possesses a TWIC card for access to installations that levy this requirement.

Please see the Transportation Security Administration website for more information regarding the TWIC program: <https://www.tsa.gov/for-industry/twic>.

3. FEMA Tender of Service Award Process

FEMA obtains transportation services from TSPs approved for participation in the FEMA Tender of Service Program using two methods:

- FEMA may fulfill a transportation requirement using the rates that TSPs submitted to FEMA during the open rate filing cycle. This only applies to freight being moved by truck. FEMA does not award specific lanes to specific vendors. Instead, FEMA accepts all rates that are submitted by TSPs into our system and individual moves are awarded to TSPs as the need arises. FEMA will search LSCMS for TSPs that submitted rates supporting the lane for which transportation is required, and the results will be ranked in order from least expensive to most expensive. FEMA will then select a TSP for the move based on the Best Value for the Government. Consideration may be given to a number of factors including cost, past performance, capacity, factors specific to the requirements of the move, or others. Please see Section 6: Service Performance Evaluation for details on how TSP performance is evaluated. FEMA will reach out to TSPs directly when they are being offered a transportation opportunity.
- FEMA may issue a Spot Bid opportunity to TSPs. All air, maritime, and rail shipments will be awarded via a Spot Bid. Spot Bids may also be used for truck-based transportation requirements with unique needs or any move for which FEMA does not have rates in the system. Spot Bids must be all inclusive in price and FEMA may request itemized costs up front or itemized receipts from TSPs to justify additional costs. FEMA issues Spot Bid opportunities via email to groups of carriers according to the modes of transportation they have indicated they would like to provide on their TSP Registration Form. Not all TSPs will be contacted for every Spot Bid opportunity. Instead, FEMA issues Spot Bids to groups of TSPs on a rotating basis to enable all FEMA-Approved TSPs a fair opportunity to bid on Spot Bids to the extent possible. As above, FEMA will select a TSP for the move based on the Best Value for the Government from among the bids submitted in response to the Spot Bid. FEMA will reach out to TSPs directly when they are being offered a Spot Bid opportunity. The name of the TSP awarded the bid will be shared with all offerors.

Here are some additional important facts to keep in mind regarding the FEMA Tender of Service Program award process:

- Registration with the FEMA Tender of Service Program does not guarantee that you will be offered transportation opportunities with FEMA.

- FEMA's transportation needs are highly dependent on disaster response requirements. The FEMA Tender of Service Program fulfills transportation needs for incidents that are impactful enough to require a National-level response. There may be times when FEMA has very few transportation opportunities as well as times when FEMA has an urgent need for a great deal of transportation support.
- FEMA may reach out to TSPs at any time, 24/7, for transportation assistance. It is important to provide FEMA with a single point of contact (email and phone #) that is monitored 24 hours per day.
- FEMA does not have a load board and does not use automated tendering. FEMA will contact TSPs directly if you are being offered a load whether utilizing submitted rates or from spot bids.

The best way for TSPs to increase their chances of being awarded transportation work for FEMA is to provide efficient and effective service. FEMA especially values TSPs who quickly respond to FEMA requests, honor their rates, pick up and deliver in a timely manner, and avoid performance failures as described in Section 6: Service Performance Evaluation.

4. Statement of Work

Shipments of freight are tendered to a TSP. That TSP is responsible for the actions of all parties, persons, agents, or carriers performing services associated with a FEMA or OAFAs freight shipment tendered to that TSP. The terms and conditions of this STOS are binding on that TSP and all parties, persons, agents, or carriers performing services associated with a FEMA or OAFAs freight shipment tendered to that TSP. In this regard, freight brokers, forwarders, and other intermediaries have a particular responsibility to ensure that freight shipments tendered to them are properly handled throughout the shipment life cycle. Double brokering is not authorized. Double brokering is when a TSP brokers freight to a carrier who then brokers the freight to another carrier. Freight brokers awarded FEMA freight are responsible to ensure that its underlying TSP(s) handle and deliver freight without the underlying TSP contracting the use of additional TSPs and brokers. If FEMA determines that a broker has double brokered a shipment, they may be subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407- 3.

TSP responsibilities are defined in this STOS, FEMA URT, FEMA RFI, and the U.S. Government Freight Transportation Handbook. TSPs participating in the FEMA Tender of Service Program are expected to be familiar with these documents as they contain the terms, conditions, and procedures to be used when moving freight for FEMA or OAFAs.

TSPs accepting shipments under this STOS must maintain effective service controls for prompt and complete performance of all ordered transportation. This includes, but is not limited to, providing appropriate security, ensuring safety of shipments, and oversight of additional parties used in-transit. All service charges must comply with agreed upon rates.

4.1. Specific Functions

The following overriding quality assurance principles apply to all shipments under this STOS. The TSP must provide:

- Adequate terminal facilities at origin to effectively service FEMA or OAFAs
- Adequate facilities at destination to effectively deliver the shipment to FEMA or an OAFAs
- Pickup and delivery pursuant to the standards set forth in this STOS
- Equipment, approved by FEMA personnel in terms of condition and kinds, that is necessary to perform service as outlined in this STOS Statement of Work. Equipment found unsuitable for freight loading or unloading will be rejected. A copy of the Receiving Form used to document trailer damage upon arrival at a FEMA staging location is included in Appendix D.
- Transportation services which represent best value to the Government, with consideration given to both cost and service performance
- Equipment spotting in accordance with the consignor or consignee's instructions
- Loading as directed by the consignor
- Exclusive use of equipment, when requested and annotated on the BOL
- Accessorial and special services, when requested or annotated on the BOL
- Prompt inspection of damaged material
- Acknowledgment of all claims within 30 days and settlement of all claims for loss or damage attributable to TSP liability within 120 days (see 49 C.F.R. §§ 370.5, 370.9, 1005.3, & 1005.5)
- Protection from elements and securing of the loads
- Transportation of hazardous materials included in the definition of FAK in accordance with 49
- C.F.R. Parts 171 through 180, and as described in 41 C.F.R. §§ 102-117.200 through 102-117.210
- Inside pickup or delivery, when requested and annotated on the BOL
- All services (for example: spotting of trailers, assisting in the loading of freight into conveyance, and reporting to the FEMA/OAFA shipping facility at the requested time), as requested by the designated FEMA/ OAFA shipping facility representatives, for shipments tendered.
- Acceptance of FAK cargo as defined in this STOS. No refusals or selective acceptance of cargo is allowed.

- Continuous control of shipments. Once a TSP picks up a FEMA load from the origin it must remain in that TSPs continuous possession until the load is delivered to the intended destination.
- TSPs are required to access FEMA's Web Tenders within LSCMS to provide timely, updated information regarding FEMA shipments including pick up status, delivery status, and other relevant information requested by FEMA. FEMA requires TSPs to mark the delivery status of a shipment as "In Transit" within one hour of pickup and as "Delivered" within two hours of delivery. A Carrier Web Tenders Student Manual with instructions on how to use Web Tenders is available at www.fema.gov/transportation-programs. When requested by either a representative of the consignor or consignee, the TSP will monitor and track shipments to ensure prompt completion of all required service as well as giving status and location of a shipment upon request.
- Return of shipment service. In the event a TSP is required to return a shipment to the original shipping location as ordered by FEMA or an OAFA, the TSP will assess the line haul rate applicable to the tender. The TSP will obtain the necessary amendment or documentation from FEMA or the OAFA ordering the additional movement.
- A copy of the FEMA BOL showing the date, time, and signature of a FEMA representative at the origin confirming when the freight was picked up, as well as the date, time, and signature of a FEMA representative at the destination confirming when the freight was delivered. The TSP must upload a PDF copy of the BOL under the appropriate shipment within LSCMS with the required dates, times, and signatures unless otherwise specified by the FEMA staff member that scheduled the transportation move. FEMA will not consider the move to be complete and will not pay the TSP for transportation services until a BOL with the required dates, times and signatures has been uploaded to LSCMS.
- A copy of the FEMA BOL with the Trailer Number displayed when retrieving an empty trailer released by FEMA.

4.2. Inspection

Inspections can occur in one of two ways: (1) scheduled by the Government; or (2) impromptu at any time by authorized representatives of the Government. Authorized representatives are from the BOL Issuing Office, which is generally defined as FEMA personnel. These personnel, with valid Government credentials, have the right to inspect TSP facilities including, but not limited to TSP equipment, terminals, stations, and warehouses.

Authorized representatives of FEMA/an OAFA have the right to inspect the performance of services during, loading, pickup, and delivery, as well as any other services performed by the TSP in connection with any shipment handled under the provisions of this STOS.

Authorized representatives may inspect the performance of services at the agency shipping facility, at the TSP terminal facilities, or at consignee receiving facilities during regular office hours or at any time that work is being performed. The TSP must furnish authorized representatives with free and reasonable access to the facilities, and the TSP must provide any Government requested assistance to accomplish the inspection process.

When authorized representatives of FEMA/OAFA determine that facilities, equipment, or services do not meet the terms, conditions or specifications prescribed by this STOS, the TSP or its agent must cooperate fully to promptly correct the deficiency by taking appropriate action at no additional cost to the Government.

If an inspection results in a negative finding, FEMA/the OAFA shall issue a written report of necessary corrective action. The TSP must cooperate fully to promptly correct the deficiency by taking appropriate action at no additional cost to FEMA/the OAFA. If the TSP fails to comply, this may result in a TSP being subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3.

Carrier trailers must meet DOT standards and state licensing and registration requirements for the state in which they are registered upon assignment to a U.S. Government mission. Trailers found to be unserviceable will be rejected and the carrier will be responsible for providing a replacement trailer that meets DOT standards within 4 hours. FEMA also reserves the right to reject any equipment that it deems inadequate to perform transportation services due to its defective condition, and the carrier will be responsible for providing a replacement within 4 hours.

4.3. Pickup Services

TSP pickup service includes arriving on time for pickup with the type and quantity of equipment ordered by the shipper. The shipper may inspect the TSP's equipment upon arrival and, if determined unsuitable for freight loading, reject the equipment. No charges are due the TSP for equipment rejected for valid reasons. The TSP will be provided the Government's reason for rejecting the equipment.

When ordering equipment or requesting a pickup date, TSPs will receive advance notice from the ordering agency or eligible user organization. Unless an unusual amount or type of equipment is requested, TSPs will be notified prior to the day the equipment is needed unless other arrangements are made. However, in some circumstances, TSPs may be required to perform same day pickup service. TSPs will not be penalized if they are unable to provide this type of expedited service.

Pickup service is measured from the information on the BOL that shows the requested time and date of pickup, and from shipment status updates the TSP provides via Web Tenders within LSCMS. A Carrier Web Tenders Student Manual with instructions on how to use Web Tenders is available at www.fema.gov/transportation-programs.

Pickup may be delayed only if the TSP has requested and received permission to delay from the FEMA ordering official; otherwise, the shipment pickup will be considered late and will be noted in the TSP's performance metrics (see Section 6, Service Performance Evaluation, for more information). The FEMA staff member must record any permitted delay in LSCMS.

4.4. Tracking Shipments

TSPs must agree to allow FEMA to install a transponder on the trailer or container carrying a FEMA shipment, as required. Once installed, the TSP accepts financial and physical responsibility for the transponder. The transponder will be installed and removed by FEMA personnel. If FEMA personnel are not available at the destination to remove the device, the TSP will remove and return the transponder to the FEMA point of contact in accordance with the instructions provided by FEMA at the origin. Payment for transportation services may be delayed should the transponder not be returned promptly. TSPs that do not abide by these terms may be considered ineligible for FEMA transportation tenders as a result.

As noted in Section 4.1, TSPs are required to access Web Tenders within LSCMS to provide timely, updated information regarding FEMA shipments including pick up status, delivery status, and other relevant information requested by FEMA. Failure to adhere to this requirement may result in a TSP being subject to temporary nonuse, suspension, or debarment, in accordance with 41 C.F.R. Part 102- 117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3.

FEMA may also make specific requests for tracking information. Upon receiving a request, the origin TSP will immediately initiate tracking through its entire system (including any interlining TSPs) and provide an immediate reply to the requestor or requestor's identified POC. Offering FEMA/OAFAs direct access to their automated tracking system does not eliminate a TSP's responsibility to provide tracking information upon request.

In addition to providing In Transit Visibility (ITV) tracking information, upon request, TSPs may be required to submit an Excel spreadsheet containing the shipment details for all of the FEMA shipments the TSP has moved within a specified timeframe. Spreadsheets are generally requested when FEMA requires a high volume of transportation moves, such as during disasters. The purpose of the spreadsheet is to verify shipment information (such as BOL number, trailer number, pick up date, delivery date, etc.) and to improve ITV. A FEMA representative will request a FEMA Shipment Spreadsheet from the TSP when required.

4.5. Completion of Service

Service is complete once the freight has been delivered, the TSP has updated the load in LSMCS to reflect a status of "Delivered," the TSP has provided a copy of the FEMA BOL signed by FEMA personnel at the origin confirming pickup and at the destination confirming delivery, and all other destination services are completed to the satisfaction of FEMA/the OAFAs. The TSP to whom the shipment was tendered is responsible for the shipment from pickup through delivery and all other services required by the BOL. If any other person, party, agent, or carrier is engaged to complete the

required service, the TSP is responsible for the performance of those parties. Quality assurance is always the responsibility of the tendered TSP.

4.6. Instructions Concerning Undelivered Freight

For shipments that cannot be delivered due to the consignee's inability or refusal to receive or accept the shipment, the TSP must notify FEMA within one business day and request additional handling or forwarding instructions from both the consignee and the consignor.

4.7. Charges

All shipments transported under this STOS are subject to the rules and accessorial charges and rates published in FEMA URT. No charges derived from a TSP's independent actions (for example, TSP's rules or accessorial tariffs) or bureau published tariffs that deviate from FEMA URT are acceptable. Annual rates submitted by motor freight TSPs are final. As noted in Section 1.4 of this document, if a TSP attempts to increase its rates at the time an order is placed the increase shall be rejected and the TSP may be immediately placed in temporary nonuse status.

4.8. Special Services

Only special or accessorial services annotated on the BOL by the consignor or provided by an amendment to the BOL are authorized and will be paid by FEMA/an OAFAs.

4.9. Hazardous Materials

To carry hazardous materials, a TSP must be qualified to carry hazardous materials and follow the procedures for shipping hazardous materials as defined in 49 C.F.R. Parts 171 through 180, and as described in 41 C.F.R. §§ 102-117.200 through 102-117.210. TSPs are responsible for obtaining and maintaining all necessary licenses and permits to transport any hazardous materials tendered to them. Consult the FEMA URT for additional information specific to carrying hazardous material.

Each TSP that picks up or transports a hazardous material shipment must maintain emergency response information as specified in 49 C.F.R. § 172.602. The TSP must always have a hard copy of the current U.S. Department of Transportation's Emergency Response Guidebook in its possession. All vehicles transporting hazardous materials by ground must display placards appropriate for the materials being transported and all cargo must have applicable labels and markings.

4.10. Routing of FEMA Shipments

FEMA freight that includes electronic equipment such as computers, telecommunication equipment, or other sensitive items may only be routed through locations within the United States and its Territories and may not travel through any international location without prior FEMA approval. It is the TSP's responsibility to immediately notify the FEMA staff member who scheduled the transportation if FEMA freight is routed through an international location.

4.11. Freight Transit Time

4.11.1. TRANSIT TIME FOR CONUS MOTOR FREIGHT SHIPMENTS (TL AND TTHU ONLY)

Motor Freight shipments moving in CONUS will move according to the transit time shown below in Table 3.

Table 3: CONUS Motor Freight (TL and TTHU only) Standard Transit Time in Business Days

<i>Distance</i>	<i>Business Days</i>
<= 500 miles (805 km)	1
501 - 1000 miles (806 - 1610 km)	2
1001 - 1500 miles (1611 - 2415 km)	3
1501 - 2000 miles (2416 - 3220 km)	4
2001 - 2500 miles (3221 - 4025 km)	5
> 2501 miles (4026 km)	6

Transit time for CONUS Motor Freight starts the business day after pick-up and ends on the day the shipment has been offered for delivery or delivered.

In general, transit time will not start on weekends and federal holidays; furthermore, Saturday, Sunday and federal holidays do not count in the transit time. However, sometimes there are exceptions such as:

- Required Delivery Date (RDD) in the RFO and/or on the BOL is less than the standard transit time (ITEM 485-EM: EMERGENCY SERVICE in FEMA URT may apply)
- Oversize, overweight, or HAZMAT shipments that have movement constraints (for example, daylight movement only)

4.11.2. TRANSIT TIME FOR ALASKA, HAWAII, PUERTO RICO, U.S. VIRGIN ISLANDS, GUAM, COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS (CNMI), AND AMERICAN SAMOA SHIPMENTS

FEMA will only accept Spot Bid rates that include all transportation costs from the shipment's point of origin to the final destination, (Door-to-Door) for shipments to or from Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, CNMI, and American Samoa.

For all shipments to or from Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, CNMI, and American Samoa, transit time will not exceed the RDD noted on the BOL. Transit time for shipments to or from these locations starts the calendar day after pick-up and ends on the day the shipment has been offered for delivery or delivered.

A delivery date that falls on a non-business day (weekend or federal holiday) will automatically be moved to the next business day. TSPs will not be penalized if they refuse to voluntarily make Saturday, Sunday, or federal holiday delivery. However, if FEMA requires delivery on Saturdays, Sundays, or federal holidays, it must be delivered within the time specified by FEMA.

Exceptions to standard transit times could include oversize, overweight, or HAZMAT shipments that have movement constraints (for example, daylight movement only).

4.12. Dropped Trailers/Containers and Trailer/Container Recovery

FEMA reserves the right to relocate dropped trailers or containers as the agency deems necessary. Depending on circumstances, detention time of a dropped trailer or container may exceed 60 days or more. Please see FEMA URT, ITEM 1310: RELOCATION OF DROPPED TRAILERS, for information regarding applicable charges for dropped trailers.

A TSP may only recover their trailer from a designated site when they are notified via email and/or telephone that the trailer is available. Upon retrieval of a trailer from a designated site, the driver will be issued a release form from FEMA personnel. If a carrier fails to recover its trailer, container, or other asset (herein referred to as “unit”) within 3 operating days of notification that the trailer is available for recovery, the U.S. Government will impose a penalty on the carrier. Operating days are defined as the days that the staging location is open for shipping and receiving. The penalty will accrue daily in an amount equal to the daily detention, rental or use fee that the carrier charges for that unit. The penalty will continue to accrue for each 24-hour period, or any portion of a 24-hour period thereof until the unit is either picked up by the TSP, or the unit is towed to a holding facility and is no longer under FEMA control. If a carrier fails to recover the unit within 7 operating days of notification, the U.S. Government may consider the unit voluntarily abandoned and may commence with required procedures to dispose of voluntarily abandoned personal property in accordance with 41 C.F.R. Part 102-41, Subpart C. Any expenses incurred by the U.S. Government for storage of the unit, processing the abandonment, or disposal will also be charged to the carrier. Each failure to pick up the unit after 7 operating days from notification will also be noted as a performance failure on the BOL associated with the unit for the purposes of FEMA’s TSP performance metrics. Please see Section 6: Service Performance Evaluation for more details. Payment to TSP will not be rendered until the trailer is no longer in Government possession.

4.13. Trailer/Container Detention Fees May Not Exceed Fair Market Value

The U.S. Government is responsible for detention of a carrier’s trailer/container after the specified free time expires and will continue to pay detention until the carrier receives notification the trailer/container is available for return to the carrier. Detention costs will cease upon notification

from the U.S. Government that the trailer/container is available for return to the carrier. In the event that a carrier's trailer/container is confirmed to be lost or missing while in FEMA's possession, the U.S. Government shall not pay detention fees in excess of the fair market value of the trailer/container.

5. Loss or Damage Claims

5.1. Liability and Loss or Damage Claims

Notwithstanding any provision of 41 C.F.R. Parts 102-117 and 102-118, cargo transported under provisions of this STOS will be valued at replacement load value unless otherwise stated on the document that constitutes the contract of carriage. This is generally the Bill of Lading (BOL). Full value is stated in U.S. dollars and is considered the replacement value of the cargo for reimbursement purposes. In order to ensure that full value protection is provided to Government shipments, the shipping organization must provide proof of the replacement value of the shipment.

To avoid risk to the Government if a loss or damage claim becomes necessary, FEMA and Oafa must also accurately describe the cargo on the BOL. The shipper must describe property in enough detail for the TSP to determine the type of equipment or any special precautions necessary to move the shipment. Details might include weight, volume, measurements, routing, hazardous cargo, or special handling designations (see 41 C.F.R. § 102-117.125).

Loss or damage claims attributable to the TSP's performance must be acknowledged and settled in accordance with the provisions of 49 C.F.R. Parts 370 and 1005. TSPs must be accommodating throughout the claims process by providing a designated point of contact responsible for assisting with processing claims, and by providing information, such as a standard document used to file claims, to assist FEMA and Oafas with processing claims in an efficient and timely manner.

In addition to supplying the information required by 49 C.F.R. Parts 370 and 1005, when FEMA/an Oafa is filing a single or aggregate claim against a TSP, it may also include but is not limited to:

- Reports
- Records
- Historical agency/organization files

If FEMA/an Oafa files an aggregate claim against an individual TSP, each item must be settled and responded to separately by the TSP. For example, the claim must have the claimed amount with the supporting documentation for each claim on the aggregate filing as if they were individual claims.

The TSP must provide an initial report in writing to FEMA not later than the first business day after the incident. In addition to providing a full summary of the incident in the initial report, if applicable, the initial report must also include a description of any event of major significance that contributed to the loss, damage, or delay to the shipment(s), such as theft or seizure of cargo, strikes, embargoes, fires, or other similar incidents. The TSP must also follow up the initial report with a detailed written report no later than five business days after the incident that includes an assessment of the loss or damage, delays encountered and final disposition of the property. The required information includes:

- Type of incident;
- Location of incident;
- Description of any hazardous cargo;
- BOL Number and date issued;
- BOL issuing office;
- Origin;
- Destination;
- Date shipment received by TSP;
- Required Delivery Date, if applicable;
- Date and time of incident;
- Estimated amount of loss and extent of damage;
- Current status of the shipment(s), including new estimated time of arrival (ETA);
- Location of the shipment(s), if applicable; and
- Copies of incident reports, including police reports or internal crash reports.

If a TSP contends the damage or loss was caused by a third party, the TSP will be liable to FEMA/the OAFAs for damages. If allowable under law, the TSP may attempt to recover losses from the third party. Also, if the TSP's insurer pays the claim, if applicable, the insurer may seek recovery through subrogation.

If a TSP's insurance does not fully cover damages, the TSP will be required to cover the difference between their insurance coverage and the replacement value of the load. When FEMA files a claim with a TSP, FEMA will only address the claim directly with the TSP. Throughout the entire claims

process, the TSP shall act as an intermediary between their insurer and FEMA. Generally, FEMA will not communicate directly with the TSP's insurer.

Failure of a TSP to comply with requirements associated with loss or damage claims may result in temporary nonuse, suspension, or debarment in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3. Delays caused by a TSP's insurer does not excuse adhering to timeline requirements of acknowledging, investigating, and finalizing disposition of claims in accordance with 49 C.F.R. Parts 370 and 1005, and may also result in temporary nonuse, suspension, or debarment.

5.2. Damage to Government Furnished Equipment

TSPs are required to inspect government furnished property (such as government-owned trailers, transponders, or other equipment) and must provide written notice of any damages to the government furnished property prior to departure from the origin. If no written notice is provided, an assumption shall exist that the property was not damaged until after it transitioned into the TSP's possession.

If any repairs or service to government furnished property are required while in a TSP's possession, including the repair or replacement of a flat tire, the TSP must report the needed repair and first seek approval from FEMA prior to proceeding with any service or repairs. The TSP must submit all bills for repairs or service to FEMA.

Failure of a TSP to comply with requirements associated with loss or damage claims may result in temporary nonuse, suspension, or debarment in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3.

5.3. Trailers Damaged for Agency Missions

When a TSP retrieves their trailer from FEMA, the driver and the FEMA representative onsite will complete and sign an Empty Trailer Release Form to document the condition of the trailer before it is released to the TSP. A copy of the Empty Trailer Release Form is included in Appendix E. If no damage is noted on this form before the driver leaves the site with the trailer, this will constitute the TSP's concurrence that the condition of the trailer is acceptable at the time of its release from FEMA custody.

If a TSP claims the U.S. Government's actions damaged a trailer, it is the responsibility of the TSP to provide the evidence to support the claim. Claims will be processed in accordance with 44 C.F.R. Part 11, Subpart B. To initiate the claims process, TSPs should submit a Standard Form 95 (SF-95), "Claim for Damage, Injury or Death," describing the basis and details of the claim. Completed SF-95s should be submitted to:

Federal Emergency Management Agency
Office of Chief Counsel, Mission Support Legal Division

500 C Street SW
Washington, DC 20472

5.4. Lost Freight (Astray Freight)

If the freight noted on the BOL is lost, the TSP will follow these procedures to locate the missing freight and to notify FEMA:

- When the TSP is able to determine the consignee, either from the markings on the freight or from the shipping documentation affixed to it or contained within the freight, the TSP will promptly deliver the freight to the consignee.
- When the consignee cannot be determined from the markings on the freight or shipping documents, but the TSP is able to determine that the property belongs to FEMA/an OAFAs, then the TSP will contact FEMA/the OAFAs for disposition instructions.

6. Service Performance Evaluation

Outstanding performance in freight shipping is the paramount goal of this STOS. This section, along with the rest of this document, describes the performance standards necessary to ensure a TSP is considered for repeat business from FEMA/OAFAs.

6.1. TSP Performance Reviews

Per 41 C.F.R. § 102-117.280, important TSP performance measures may include, but are not limited to the:

- TSP's percentage of on-time deliveries;
- Percentage of shipments that include overcharges or undercharges;
- Percentage of claims received in a given period;
- Percentage of returns receive on-time;
- Percentage of shipments rejected;
- Percentage of billing improprieties;
- Average response time on tracing shipments;
- TSP's safety record (accidents, losses, damages, or misdirected shipments) as a percentage of all shipments;
- TSP's driving record (accidents, traffic tickets and driving complaints) as a percentage of shipments; and

- Percentage of customer satisfaction reports on carrier performance.

The metrics FEMA currently uses to evaluate TSP performance include, but are not limited to:

6.1.1. TRANSPORTATION SERVICE PROVIDER (TSP) DOES NOT HONOR COMMITMENT

In joining the FEMA STOS program, the TSP has committed to being available on a 24-hour basis, providing FEMA with the requested transportation assets, honoring the pre-established rates submitted to FEMA or the accepted FEMA Spot Bid rate, and fulfilling the transportation requirements as described on the BOL. All BOLs are subject to the terms and conditions of the FEMA STOS.

If a TSP is not available to accept the shipment by phone or email, this will be captured as a failure to honor the commitment to availability. This metric includes the TSP's ability to satisfy unique requirements of the shipment. If the TSP does not possess adequate equipment to complete the movement where the BOL has already been generated, this will be considered a failure to honor the commitment to providing the stated assets. It is the TSP's responsibility to ensure correct rates are submitted along with the appropriate accessorial. If a TSP is not able to honor the submitted rate, this will constitute a failure to honor their rates in the system. If a TSP withdraws from an accepted transportation tender from FEMA which resulted in the generation of a BOL, this will be considered a failure to honor the commitment to an accepted transportation tender.

6.1.2. TRANSPORTATION SERVICE PROVIDER (TSP) FAILS TO MEET REQUIRED DELIVERY DATE (RDD)

It is the responsibility of the TSP to ensure delivery by the RDD as indicated on the BOL. Failure of a TSP to meet this requirement in accordance with the stated RDD for a shipment will be considered a failure to meet the RDD.

6.1.3. TRANSPORTATION SERVICE PROVIDER (TSP) FAILS TO PROVIDE IN-TRANSIT VISIBILITY (ITV)

TSPs are required to access FEMA's Web Tenders within LSCMS to provide timely, updated information regarding FEMA shipments including delivery status. FEMA requires TSPs to mark the delivery status of a shipment as "In Transit" within one hour of pickup and as "Delivered" within two hours of delivery. In addition, TSPs must also provide immediate tracking information and delivery status updates regarding shipments upon request. Offering the Government direct access to the TSP's automated tracking system or providing updates via FEMA's Web Tenders within LSCMS does not eliminate a TSP's responsibility to provide tracking information upon request. Failure of a TSP to meet either requirement will be considered a failure to provide adequate ITV.

6.1.4. TRANSPORTATION SERVICE PROVIDER (TSP) FAILS TO PICK UP EMPTY TRAILER

It is the responsibility of the TSP to ensure pickup of their empty trailer within 7 operating days of notification that the trailer is available for pickup before the U.S. Government may commence with

required procedures to dispose of voluntarily abandoned personal property in accordance with 41 C.F.R. Part 102-41, Subpart C. If a TSP fails to recover their empty trailer within the 7 operating day period, this will constitute a failure to pick up the empty trailer.

6.1.5. TRANSPORTATION SERVICE PROVIDER (TSP) LOSES OR DAMAGES SHIPMENT

It is the responsibility of the TSP to ensure that any items they move for FEMA arrive at the intended destination in the same condition they were in at the shipment's origin. The shipment will be deemed lost or damaged by the TSP if FEMA staff observe and document either of the following conditions at the destination: (1) the seal on a trailer was broken and part or all of the expected shipment is missing from the trailer, or (2) part or all of the shipment arrived at the destination damaged, either of these conditions will count as the TSP losing or damaging the shipment.

TSP performance data will be obtained from a variety of sources, including, but not limited to the following:

- Complaints (both written and oral) submitted by FEMA/OAFA personnel, shipping facility operating personnel, or consignee;
- Reports obtained or formulated from TSP pickup records, history files, finance payment records, or FEMA data audits;
- Serious incident reports; and
- Other TSP performance information collected by or for FEMA.

FEMA can, and will, also use the following information in evaluating a TSP's performance:

- Ability to provide accessorial and special services;
- Adherence in observing federal, state, local, and FEMA/OAFA shipping facility regulations; and
- Unwarranted refusal of shipments or selective acceptance of shipments, which are prohibited by this STOS.

It is the responsibility of the TSP to ensure they maintain their access to their LSCMS account and Web Tenders. Changing staff members or the need for a password reset due to failure to regularly log in will not be an excuse for failing any of these Performance Metrics.

6.2. TSP Performance Service Failures

FEMA will take corrective action against TSPs who have displayed any of the service failures noted in the above metrics. The specific actions that FEMA will take depend on the TSP's level of compliance with service requirements and are shown in Table 4. TSP compliance rate is calculated as follows:

$$TSP \text{ Compliance Rate} = 1 - \left(\frac{\text{Total \# of Service Failures}}{\text{Total \# of Moves}} \right) * 100$$

TSP performance against the six Performance Metrics (PMs) noted in Section 6.1 will be summarized and reported as two compliance scores, compiled as shown in Table 4.

Table 4: TSP Service Compliance Scores

<i>Compliance Score</i>	<i>Basis</i>
TSP Readiness	PM 1: TSP Does Not Honor Commitment
TSP Operational Success	Combination of: PM 2: TSP Fails to Meet RDD; PM 3: TSP Fails to Provide ITV; PM 4: TSP Fails to Pick Up Empty Trailer; PM 5: TSP Loses or Damages Shipment

The TSP Readiness score reflects a TSP’s ability to fulfill FEMA’s transportation requirements. As FEMA relies on its TSPs to meet the needs of disaster survivors whenever and wherever they occur, it is critical that FEMA TSPs are ready to immediately fulfill those needs when called upon.

The TSP Operational Success score reflects a TSP’s ability to provide timely, reliable transportation services to FEMA in accordance with the requirements of the FEMA Tender of Service Program and the requirements specified on the BOL.

Each score will be reported as a percentage, and consideration will be given to TSP PM compliance scores when selecting TSPs for transportation opportunities. Poor performance will result in fewer opportunities to provide transportation services to FEMA.

If either the TSP Readiness score or the TSP Operational Success score falls below 49%, the TSP will be placed in temporary nonuse status for the FEMA Tender of Service Program for a period of ninety (90) days.

If a TSP is in nonuse status during the Open Enrollment period for a new program year the TSP may proceed with the enrollment process but will not be approved to provide transportation services to FEMA until their nonuse period ends and they have provided an acceptable corrective action plan to FEMA.

The TSP actions listed below are of such importance that one violation could result in the TSP being placed in temporary nonuse, suspended, or debarred in accordance with 41 C.F.R. Part 102-117, Subpart I and 48 C.F.R. §§ 9.406-3 and 9.407-3. These actions include, but are not limited to:

- Willful violations of this STOS;
- Actions or lack thereof that results in shipments tendered under this STOS being delayed, detained, or seized;
- Failure to maintain proper insurance coverage;
- Operating without legal authority; and
- Failure to have in its possession a current copy of the U.S. Department of Transportation Emergency Response Guidebook while transporting hazardous material, as referenced in Section 4.9.

6.3. Temporary Nonuse

Temporary nonuse (see 49 C.F.R. § 102-117.290(a)) of a TSP is initiated by FEMA for a period not to exceed ninety (90) calendar days.

Temporary nonuse may be imposed for:

- Willful violations of the terms of the STOS or the rate tender;
- Persistent or willful failure to meet requested pickup and delivery service;
- Failure to meet required delivery dates;
- Violation of Department of Transportation (DOT) hazardous material regulations;
- Mishandling of freight, damaged or missing transportation seals, improper loading, blocking, packing, or bracing of property;
- Improper routing of property;
- Subjecting Government shipments to unlawful seizure or detention through financial irresponsibility (for example, failing to pay debts);
- Operating without legal authority;
- Failure to settle claims according to Government regulations; or
- Repeated failure to comply with regulations of DOT, Surface Transportation Board, State or local governments or other Government agencies;
- Failure to maintain a suitable physical address and representative within the United States or its territories, as required for use of LSCMS.

When there is a sufficient basis to initiate temporary nonuse action against a TSP, the TSP will be notified by certified mail, return receipt requested, of the following:

- The start and end dates of the proposed temporary nonuse;
- The extent or scope of the proposed temporary nonuse, including the specific transportation facilities to which the period of exclusion will be applicable; and
- The facts used to support the specified cause(s) for temporary nonuse.

6.4. Timelines for Corrective Actions and Referrals

Upon receipt of FEMA's notice of proposed temporary nonuse, the TSP has ten (10) business days during which it may request further review and submit in person, in writing, or through a representative, documentation, rebuttal information and arguments opposing the temporary nonuse.

If the TSP does not request further review and submit all supporting documentation within ten business days of notification of proposed temporary nonuse, FEMA will proceed with placing the TSP in temporary nonuse status. If the TSP does request further review and submits all supporting documentation within the required timeframe, FEMA will have a period of five (5) business days from the day the TSP's documentation has been received to render a decision.

FEMA requires that all parties to a temporary nonuse decision use e-mail, certified mail, return receipt requested, or comparable service (such as USPS signature confirmation or signature delivery service from UPS or FedEx), to ensure that the start-the-clock date for each of these steps is recorded and can be verified.

7. Invoicing and Payment

7.1. Invoicing

All freight TSPs operating under this STOS must submit their invoices electronically through FEMA's third-party payment system Syncada, the U.S. Bank Freight Payment System. TSPs servicing FEMA are required to be enrolled in and utilize Syncada for all invoicing. Signing up with Syncada is free and there is a small fee with each payment. For more details, please reach out to fema-transportation-programs@fema.dhs.gov.

As indicated in Section 4 of this FEMA STOS, a copy of the FEMA BOL showing the date, time, and signature of a FEMA representative at the origin confirming when the freight was picked up, as well as the date, time, and signature of a FEMA representative at the destination confirming when the freight was delivered is required for payment. The TSP must upload a PDF copy of the BOL into LSCMS under the associated shipment with the required dates, times, and signatures unless otherwise noted by the FEMA staff member that scheduled the transportation. FEMA will not consider the move to be complete and will not pay the TSP for transportation services until a BOL

with the required dates, times and signatures has been received in LSCMS. Syncada is used to pay for shipments.

All TSPs must submit a copy of the final electronic invoice to Syncada, and FEMA will make payment to TSPs through the Syncada system.

The contact information for the direct liaison between FEMA and U.S. Bank is provided in the TSP welcome email once officially approved for the FEMA STOS Program.

7.2. TSP Invoice Procedures

The preferred method of submitting invoices to Syncada is using EDI 210. Other available methods include: (a) creating an invoice from an order; or (b) copying an existing invoice and updating the appropriate line item and header information. If these options are unavailable, then invoices may be manually created in Syncada. TSPs will utilize Invoice Manager, which is easy to navigate and offers a variety of options to fit how each TSP performs day-to-day tasks.

7.3. TSP Training

U.S. Bank Freight Payment offers training for the Syncada application for both new and existing TSPs that is available online once TSPs have enrolled with U.S. Bank. Syncada users can access the training portal via the Syncada homepage and have access to multiple types of training including on-demand sessions, weekly facilitated training and access to quick reference guides and watch and learn sessions. The training portal can be found at the following link:

<https://portal.syncada.com/USBank/login.aspx>. For questions on how to access training in U.S. Bank Freight Payment please contact them at 800-417-1844 or at customer.support@usbank.com.

Appendix A – FEMA Transportation Service Provider Agreement and Certification Statement

FEMA Transportation Service Provider (TSP) Agreement and Certification Statement

1. Introduction

This agreement prescribes the general procedures and policies to be followed when Electronic Commerce (EC) is used for submitting rates, rate tenders, or other business information in lieu of creating one or more paper documents normally associated with conducting business with the Federal Emergency Management Agency (FEMA or the Agency).

FEMA will transmit and receive using the Internet such transaction sets or documents as it chooses and as established by the governing tender of service or the submission of rates. These transaction sets will be transmitted to those firms, organizations, agencies, or other entities (TSPs) recognized by FEMA that agree to accept such documents and to be bound by the terms and conditions contained in those documents, this agreement, and any applicable tender of service.

2. Purpose

This agreement is to ensure that all EC obligations are legally binding on all TSPs. Further, the use of any electronic equivalent of a standard business document referenced in Paragraph 3 will be deemed an acceptable business practice and that no TSP will challenge the admissibility of the electronic information in evidence, except in circumstances in which an analogous paper document could be challenged.

3. Freight Reference

This agreement, in addition to the terms and conditions stated in Paragraph 4, is subject to the terms and conditions of the following documents, as well as any amendments, supplements, changes, or reissues of those documents published on FEMA's freight transportation website, www.fema.gov/transportation-programs:

- FEMA Standard Tender of Service (STOS)
- FEMA Uniform Rules Tariff (FEMA URT)
- FEMA Rate Filing Instructions (RFI).

4. Terms and Conditions

FEMA will place electronic documents in a publicly accessible directory on FEMA's Freight Transportation webpage (www.fema.gov/transportation-programs). FEMA will receive documents and

communication from confirmed TSPs via the established FEMA email box (FEMA-Transportation-Programs@fema.dhs.gov).

FEMA will bear the costs of maintaining and managing the FEMA infrastructure. FEMA's TSPs are responsible for all costs associated with maintaining and sending required documents and communications to FEMA.

When the transmissions are submissions of rate tenders, the submitting firm must have first met all applicable approval requirements set out in the applicable, governing FEMA STOS.

FEMA will not be responsible for any damages incurred by a TSP as a result of missing or delayed transmissions.

Any document placed in a directory or website maintained by FEMA is to be considered valid and authentic backed by the same guarantees of legitimacy as are found in a paper transaction. Likewise, any document from a TSP will be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction.

The carrier/freight forwarder that is the TSP party to this agreement authorizes FEMA or any other authorized Federal agency to offer the electronic rate file if required by any federal agency charged with governance or regulation of the Interstate Commerce Act provisions under 49 U.S.C. § 10721 or 49 U.S.C. § 13712.

5. Force Majeure

None of the parties in this agreement will be liable for failure to properly conduct EC in the event of war, accident, riot, fire, flood, epidemic, power outage, labor dispute, act of God, act of public enemy, malfunction or inappropriate design of hardware or software, or any other cause beyond such party's control. If standard business cannot be conducted by EC, FEMA may at its discretion return to a paper-based system.

6. Effective Date

The agreement shall be effective either on: (1) the date both parties sign the agreement, or (2) the latter of the two signature dates if the parties sign the agreement on different dates.

7. Agreement Review

This agreement will be effective on a continuing basis, except as provided in Paragraph 8, below; provided, however, that FEMA may from time to time make such changes to the agreement as are necessary and the TSP may request a review of the agreement at any time.

8. Termination

In the event that FEMA terminates a TSP's participation in the FEMA Tender of Service Program, this agreement shall be considered terminated as of the date notice is given to a firm of its participation termination.

In the event that a TSP terminates its participation in the FEMA Tender of Service Program, this agreement shall be considered terminated as of the date notice of such termination is received by FEMA.

Except as provided above, this agreement may be terminated by either FEMA or its TSP, effective 30 days after receipt of written notice by either party. Termination will have no effect on transactions occurring prior to the effective date of termination.

9. Whole Agreement

This agreement constitutes the entire agreement between the parties. No addenda, amendments, or changes in the terms and conditions of this agreement shall be effective without mutual written approval signed and dated by both parties. Any such addendum, amendment, or change of this agreement shall be effective either on: (1) the date both parties sign, or (2) the later of the two signature dates if it is signed by the parties on different dates.

10. FEMA Transportation Service Provider Certification Statement

TSP Agreement to Abide by the Terms and Conditions of The Federal Emergency Management Agency (FEMA) Tender of Service Program:

- I certify that I have read and will comply with all of the provisions contained in the following governing publications, and will also read and comply with any amendments, supplements, changes, or reissues of those publications issued hereafter as applicable for active rates from accepted filed rate tenders and rate quotations:
 - FEMA Standard Tender of Service (FEMA STOS), FEMA Uniform Rules Tariff (FEMA URT), and FEMA Rate Filing Instructions (RFI), as published on FEMA's freight transportation website, www.fema.gov/transportation-programs; and
 - All applicable requirements for filing rate tenders and rate quotations as described in 41 C.F.R. Parts 102-117 and 102-118.
- I understand that only active rates from accepted filed rate tenders and rate quotations will apply to shipments, and I further certify that the undersigned company has the operating authority and insurance as required by the FEMA STOS.

TSP Certification of Eligibility for the Award of Contracts for Transportation

- By signing this document, the TSP certifies that:
 - Neither the TSP, nor any of its subsidiaries, officers, directors, principal owners, or principal employees is currently suspended, debarred, or in receipt of a notice of proposed debarment from any federal agency as a result of a civil judgment or criminal conviction or for any cause, or has been placed in temporary nonuse status by FEMA for the routes offered to FEMA by the TSP as of this date (date of signature).
 - The TSP is not a corporation, partnership, sole proprietorship, or any other business entity which has been formed or organized following the suspension or debarment of, a subsidiary, officer, director, principal owner, or principal employee thereof (or from such an entity formed after receipt of a notice of proposed debarment).
- The following definitions are applicable to this certification:
 - A subsidiary is a business entity whose management decisions are influenced by the TSP through legal or equitable ownership of a controlling interest in the firm's stock, assets, or otherwise.
 - A principal owner is an individual or company which owns a controlling interest in the TSPs stock, or an individual who can control, or substantially influence, the TSPs management, through the ownership interest of family members or close associates.
 - A principal employee is a person acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct, or substantially influence, the TSPs performance of its obligations under its contracts for transportation with the federal government.

The knowledge of the person who executes this certification is not required to exceed the knowledge which that person can reasonably be expected to possess, following inquiry, regarding the suspended or debarred status of the parties defined above.

- The TSP has a continuing obligation to inform FEMA of any change in circumstances which results in its ineligibility for the receipt of tenders or
- Contracts for transportation.
- An erroneous certification of eligibility or failure to notify FEMA of a change in eligibility may result in a recommendation for administrative action against the TSP. Additionally, false statements to an agency of the federal government are subject to criminal prosecution pursuant to 18 U.S.C. § 1001, as well as possible civil penalties.

By signing this document, you affirm that you: (1) have read the agreement and the certifications, (2) agree to the agreement's terms and conditions and make the certifications stated above, (3) intend to enter into the agreement and make the above-referenced certifications, and (4) are legally authorized to sign to enter this agreement and make the above-referenced certifications on behalf of the named company.

(Signature of Authorized Official) (Date)

(Signature of Authorized FEMA Official) (Date)

(Printed Name & Title of Authorized Official)

(Printed Name & Title of FEMA Official)

(Printed Company Name)

Appendix B – Definitions and Explanation of Terms

1. Acronyms and Abbreviations

BOL	Bill of Lading
CBL	Commercial Bill of Lading
C.F.R.	Code of Federal Regulations
CNMI	Commonwealth of the Northern Mariana Islands
CONUS	Continental United States
CWT	Cubic Weight - per hundred pounds
DOT	Department of Transportation
EDI	Electronic Data Interchange
EFT	Electronic Funds Transfer
FAK	Freight All Kinds
FMCSA	Federal Motor Carrier Safety Administration
FSC	Fuel surcharge, applicable only at certain times
FTL	Full truckload
FTP	File Transfer Protocol
GBL	Government Bill of Lading
GSA	General Services Administration
LCL	Less than container load.
LTL	Less than a Truckload
LTV	Less than a Vanload
NMFTA	National Motor Freight Traffic Association

OCONUS	Outside the Contiguous United States
OTO	One Time Only
RDD	Required Delivery Date
RFO	Request for Offers
SAM	System for Award Management
SCAC	Standard Carrier Alpha Code
STOS	Standard Tender of Service
TL	Truckload
TPA	Trading Partner Agreement
TSA	Transportation Services Agreement
TSP	Transportation Service Provider
UFC	Uniform Freight Classification

2. Definitions

Accessorial Services – Services performed that are additional, supplemental, or special, in addition to the basic transportation service.

Agreed Valuation – The value of articles in a freight shipment agreed upon as the basis of which the freight rate is assessed. This valuation establishes a value beyond which recovery cannot be had in event of loss or damage in transit.

Air Charter Service – using dedicated aircraft based on the characteristics of the shipment. Service includes expedited pickup and delivery to and from the airport with no size or weight restrictions.

American National Standards Institute (ANSI) – Organization that serves as coordinator of a voluntary standardization system for the U.S. private sector.

Appeal – Procedures that allows reconsideration of a TSP in nonuse or disqualified status.

Approved Transportation Service Provider – A transportation provider who possesses legal operating authority to conduct transportation services, who also meets all established Government requirements and has received an official notice of acceptance to transport freight for FEMA.

Astray Cargo – Shipments or portions of shipments found in a TSP’s possession or delivered to a government activity for which billing (e.g., waybill, freight warrant) is not available or which is being held for any reason except transfer.

Barge – A category of vessel designed as non-self-propelled units for the carriage of cargo on the weather deck or in holds or in tanks. The units are towed or pushed by another ship (tug or pusher vessel).

Best Value – A procurement evaluation and selection mechanism that permits the government to select TSPs to support FEMA requirements based on a combination of price-related and non-price-related factors. Examples of non-price-related factors that may be considered in a Best Value evaluation include, but are not limited to, the TSP’s quality of service, past performance, claims experience, ability to perform service within stated requirements, ability to respond, routing, ability to provide in-transit visibility, and commitment of transportation assets to readiness support. If past performance is chosen as an evaluation criterion, some factors to look at may include, but are not limited to, on-time pickup and delivery percentage, percentage of shipments involving lost or damaged cargo, number of claims, and TSP availability. Under this procurement evaluation method, price is not the only factor considered for selection of a TSP. Ultimately, award should be made to the TSP that represents the best value to the government under the stated evaluation criteria.

Bill of Lading – A list of merchandise being transported together with the conditions that apply to its transportation. A legal document between the shipper of a particular good and the Transportation Service Provider detailing the type, quantity, and destination of the good being carried. The bill of lading also serves as a receipt of shipment when the good is delivered to the predetermined destination.

Broker – A person other than a motor freight TSP, or an employee or agent of a motor freight TSP, that as a principal or agent sells, offers for sale, negotiates for, or holds itself out by solicitation, advertisement or otherwise as selling, providing, or arranging for, transportation by a motor freight TSP for compensation.

Business Days – 24-hour periods Mondays through Fridays. Weekends and official federal holidays are excluded.

Calendar Days – Consecutive days including weekends and holidays.

Chassis – A wheel assembly or bogie for street or highway movement of containers.

Consignee – A party (usually a buyer) named by the consignor (usually a seller) in transportation documents as the party to whose order a consignment will be delivered at the port of destination. The consignee is considered to be the owner of the consignment for the purpose of filing the customs declaration, and for paying duties and taxes. Formal ownership of the consignment, however, transfers to the consignee only upon payment of the seller's invoice in full.

Consignor – Person or firm (usually the seller) who delivers a consignment to a TSP for transporting it to a consignee (usually the buyer) named in the transportation documents. Ownership (title) of the goods remains with the consignor until the consignee pays for them in full.

Container – A reusable shipping conveyance not less than 20-feet in length, outside measurement, loaded or empty, without bogie or chassis, fitted with devices permitting its ready transfer from one mode of transportation to another, and constructed to enable the attachment of removable bogie or chassis for further transportation.

Continental United States (CONUS) – The United States territory comprising the 48 contiguous states and the District of Columbia, including adjacent territorial waters but excluding Alaska and Hawaii.

Conveyance – A rail car, trailer or container used to transport a shipment.

Dangerous Articles – Material includes, but is not limited to certain types of chemicals and commodities, such as Flammable Liquids, Flammable Solids, Oxidizing Materials, Corrosive Liquids, Compressed Gases, and Poisonous Substances

Day – Calendar day of 24 hours.

Deadhead – A transportation term for a movement by a TSP when the vehicle transports no passengers or freight.

Department of Transportation's Emergency Response Guidebook – A guidebook for first responders during the initial phase of a dangerous goods/hazardous materials transportation incident. This is a joint publication of the U.S. DOT, Transport Canada, and Mexico Transportation Authority.

Demurrage – A charge made on rail cars or vessels (including barges) held by or for a shipper or consignee beyond the allowable free time for loading and unloading, for forwarding directions, or for any other purpose. Charges for demurrage are considered to be in addition to all other lawfully owed transportation charges.

Destination – The place to which a shipment is consigned or where the TSP delivers cargo to the consignee or agent.

Detention – A charge made on trailers or containers held by or for the benefit of a shipper or consignee beyond the allowable free time for loading or unloading, for forwarding directions, or for any other purpose. Charges for detention are considered to be in addition to all other lawfully owed transportation charges.

Diversions – Service offered by a TSP that allows a consignor to divert an en route shipment from its original consignee or port of destination to another, or to change the mode or designated route of a shipment from that shown on the original transportation documentation while the shipment is in-transit.

Domestic Shipments – a shipment that is transported solely within the borders of a country or its possessions.

Door-to-Door Service – From shipper’s origin to consignee’s receiving point.

Double Brokering – Describes a practice where a legitimate broker decides to give a load to a second broker, who then finds a TSP. The term also includes a practice where a motor TSP agrees to transport freight for a broker (under the guise it will haul the freight), and the TSP subsequently re-brokers it to another TSP, or when a TSP (that also has broker authority) accepts a brokered load (as the TSP) and then tenders that load to another TSP through its brokerage operation (without the broker’s knowledge or consent).

Drayage – A charge for the local transportation of property for a movement that terminates within 30 miles of origin of the shipment.

Dunnage – Lumber or other material used to brace and secure cargo to prevent damage during shipment.

Electronic Commerce – The use of electronic means (for example Internet File Transfer Protocol, and web-based pages and forms) for transmitting and receiving requests for offers, rate tenders, or other business information in lieu of creating one or more paper documents.

Electronic Data Interchange –The transfer of data by linking computer systems through a communications network.

Emergency – Any situation that would prevent a shipment from safely reaching its destination, such as undue delay caused by a force majeure circumstance. Emergencies include, but are not limited to, accidents, fire, hijacking, theft, civil disturbance, equipment failure, labor strikes, natural disasters, and threatened or real attack.

Exclusive Use – When, as requested by Government personnel, a TSP devotes the entire vehicle to the movement of a specified shipment.

Expedited Service – When, as requested by Government personnel, the TSP guarantees the delivery of shipment prior to the Standard Transit Time.

Federal Maritime Commission – provides information for shipping ocean freight and is the licensing authority for ocean vessels, TSPs, brokers and forwarders. <http://www.fmc.gov/>

Federal Motor Carrier Safety Administration (FMCSA) – The primary mission of the Federal Motor Carrier Safety Administration (FMCSA) is to reduce crashes, injuries and fatalities involving large trucks and buses. <http://www.fmcsa.dot.gov/>

Force Majeure – Contract provision that exempts parties for non-fulfillment of obligations due to unforeseen and/or unpredictable conditions beyond their control and without fault or negligence of

the breaching party. For example, natural disasters, acts of God, public enemy, freight embargoes, or weather.

Free time – The period of time during which there is no charge (that is, detention or demurrage) by the TSP to load, stow, and secure the general cargo to the trailer, container, or vessel and to unload the general cargo and accompanying material from the trailer, container, or vessel.

Freight – Goods to be shipped. A term used to classify the transportation of goods carried by commercial vessel or vehicle.

Freight All Kinds (FAK) – Consists of those commodities that a TSP offers to transport at one inclusive rate or charge regardless of their classification rating in the NMFC or UFC, or different transportation characteristics.

Freight Forwarder (Air) – Also known as an indirect cargo air TSP. Defined in 14 C.F.R. § 296.3 as any citizen who undertakes to engage indirectly in air transportation of property and uses for the whole or any part of such transportation the services of an air carrier [TSP] or a foreign air carrier [TSP] that directly engages in the operation of aircraft under a certificate, regulation, order, or permit issued by the Department of Transportation or the Civil Aeronautics Board, or the services of its agent, or of another indirect cargo air carrier [TSP].

Freight Forwarder (Surface) – As defined in 49 U.S.C. § 13102(8); a person holding itself out to the general public (other than as a pipeline, rail, motor, or water TSP) to provide transportation of property for compensation but specifically excludes a person using transportation of an air TSP. See 49 U.S.C § 10102. In general, a surface freight forwarder is a firm, other than a rail, motor, water, or air TSP, or an air freight forwarder, which undertakes all of the following functions: to assemble and consolidate shipments, provide for assembling, consolidating, performing, or providing breakbulk, and distributing services. Surface freight forwarders assume responsibility for the transportation of such property from point of receipt to point of destination and utilize the services of authorized TSPs who possess proper operating authority for the transportation to be provided.

Government Bill of Lading (GBL) – The bill of lading utilized to transport freight of the U.S. government, to procure transportation of freight and related services from commercial TSP for movement at Government expense.

GSA's Office of Transportation Audits – GSA's Transportation Audits Division works to identify and recover Transportation Service Provider (TSP) overcharges and other debts relating to transportation bills paid by agencies around the world. Each year, GSA's Transportation Audits Division detects and recovers millions of dollars in overcharges by:

- Overseeing the implementation and performance of prepayment audits for transportation services procured anywhere in the world;
- Conducting post-payment audits of transportation bills; Providing for the collection of overcharges; Adjudicating TSP claims; and

-
- Handling bankruptcies and litigation, related to TSPs, for the federal agencies.
<http://www.gsa.gov/portal/content/104486> or <http://www.gsa.gov/transaudits>

Hazardous Material/Substance – A substance or material determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce. This term includes hazardous substances, hazardous wastes, marine pollutants, elevated temperature materials, materials designated as hazardous under the provisions of 49 Code of Federal Regulations, Sections 172.101 and 172.102, and materials that meet the defining criteria for hazard class and divisions in 49 Code of Federal Regulations, Part 173.

Holidays – Federally designated holidays, as provided by Title 5 of the U.S. Code: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Veterans' Day, Columbus Day, Thanksgiving Day, and Christmas Day. Subject to change.

In Transit Visibility (ITV) – The ability to track in real time the identity, status, and specific location of shipments of unit and non-unit cargo (excluding bulk petroleum, oils, and lubricants), passengers, medical patients, and personal property from point of origin to the consignee or destination.

Inadequate Equipment – TSP equipment that is deemed inadequate to perform transportation services due to its defective condition, or where operation of the equipment fails to meet DOT safety regulations, or equipment whose design or defect lacks proper security features required to properly secured freight, or equipment that has broken, missing or improper seals.

Intermodal – Describes a move involving two or more actual TSPs, using different modes of transport from each other. For example, a sea-freight "door-to-door" shipment may also involve road or rail carriage to and from the port. Although one TSP takes overall responsibility, they are liable only to the extent of the contract's terms and conditions as employed by the TSP who had physical control of the cargo at the time of the loss or damage etc.

International Shipment – a shipment that moves from one country to another.

Late – Unexcused failure to deliver the shipment by the end of normal operating hours on the Required Delivery Date (RDD).

Line haul – Transportation of cargo over TSP routes from point of origin to point of destination, excluding local pick-up, delivery, local drayage, and switching services.

Loading or Unloading – The movement of lading past the tailgate of the vehicle including the placement on, or the removal of lading from, a conveyor extending into the vehicle, as well as the stowing, stacking, and breaking out of the lading within such vehicle.

Manifest – A document specifying in detail the passengers or items carried for a specific destination.

Motor TSP – Defined in 49 U.S.C. § 13102(4), as a person providing commercial motor vehicle (as defined in section 31132) transportation for compensation.

Multi-Modal Service – Being or involving transportation by more than one mode of transportation or type of TSP during a single journey. Multi-modal service occurs when two or more different modes such as rail, truck, barge and/or searift are used to move cargo from origin to destination. Multi-modal service may occur in CONUS and/or OCONUS such as in Alaska, Hawaii, etc. The term can be used interchangeably with the term “intermodal moves”.

National Motor Freight Traffic Association (NMFTA) – Provides expertise in freight classification, packaging, and transportation codes.

Negotiated Move – A consignment of one or more shipments, from one or more shippers, over a period not to exceed one calendar year, moving to one or more consignees, at one or more destinations. Included within this definition are split pickups at origin and destination points and stops in transit to partially load and/or unload.

No Show – Failure by a TSP to pick up a shipment on the agreed date and time.

Nonresponsive – A TSP’s tender that is not in conformance with one or more terms and conditions of this STOS and the RFI is a nonresponsive tender.

Nonuse Letter – Correspondence that places a TSP in nonuse status for a period of time at either an installation or nationwide level.

Normal Operating Hours/ Operating Day – Period of time the facility or installation is regularly open for business to receive and discharge freight.

OCONUS – Outside the contiguous United States; OCONUS thus includes Alaska, Hawaii, and all other countries.

Spot Bid – Sometimes referred to as “One Time Only”, a single consignment of one or more pieces from one shipper at one time at one origin address receipted for in one lot and moving to one consignee at one destination address. Included within this definition are split pickups at origin and destination points and stops in transit to partially load and/or unload. Spot Bids must be all inclusive in price and FEMA may request itemized costs up front or itemized receipts from TSPs to justify additional costs.

Origin – the location Transportation Service Providers picks up the shipment from the Shipper.

Overdimensional – A shipment that contains one or more non-divisible articles, which measure in excess of 636 inches (53 feet) in length (OVERLENGTH), 102 inches (8 feet 6 inches) in width (OVERWIDTH), or 162 inches (13 feet 6 inches) in height from the ground to the top of the article after loading (OVERHEIGHT). Exception: A shipment is not considered overlength for interstate or intrastate movements, when the gross length dimensions of the tractor and loaded semi-trailer combination are within the maximum gross length for such equipment combination on interstate and federally designated highways or other state highways and supplemental routes.

Overweight – Shipments where the cargo exceeds 45,000 pounds (including shipments loaded on lowboy equipment).

Pallet – Piece of equipment that facilitates mechanical handling of stacked (palletized) goods for fork- lift trucks. The term also includes pallet sides, platforms, risers, runners, skids, fillers, separators, shrouds, covers, deck boards, metal braces, collapsible shipping bins, racks or used shipping devices, iron or wood or iron and wood combined.

Redelivery – When a shipment is tendered for delivery and delivery cannot be accomplished due to the fault of the consignee. Where redelivery is required, the TSP will notify the consignee of the on-hand shipment and arrange for a mutual agreement regarding a redelivery date.

Required Delivery Date (RDD) – A date when transported cargo must arrive at its destination and complete offloading.

Responsive – A TSP's tender that is in conformance with all terms and conditions of this STOS and the RFI is a responsive tender.

Routing or Route Order – An order issued by a routing officer that specifies the mode of transportation and the means within that mode by which a shipment will move.

Secured Area – An area to which access is controlled and is under regular, periodic surveillance by security personnel.

Shipment – A separately identifiable collection of goods to be carried. A quantity of freight tendered for transportation by one shipper, at one point, one day, on one bill of lading, for delivery to one consignee at one destination.

Shipment Refusal – Failure of a TSP to accept or decline a shipment within one hour of offer.

Shipper – An agency or vendor that originates shipments. Responsibilities include planning, assembling, consolidating, documenting, and arranging for the movement of material.

Shoring – Technique used to distribute the weight of a cargo piece over a greater area than its load bearing area (also called a footprint or contact area).

Spotting/Dropping – The detachment of a trailer from a power unit (tractor) and its placement at a specific site designated by and in full possession of shipper, consignee, or other designated party.

Standard Carrier Alpha Code (SCAC) – The Standard Carrier Alpha Code (SCAC) is a unique two- to-four-letter code used to identify transportation companies. The SCAC is the recognized transportation company identification code used in the American National Standards Institute (ANSI) Accredited Standards Committee (ASC) X12 and United Nations EDIFACT approved electronic data interchange (EDI) transaction sets.

Subcontractor – A company or person that agrees to render services or materials necessary for the performance of another contract; one who performs services under contract to a TSP without privity of contract with the Government; a secondary contractor in which the person or company originally hired in turn hires somebody else to do all or part of the work.

Tariffs – A schedule of prices or fixed fees. Any table of charges, as of a railroad, motor carrier, air etc. bill; cost; charge.

Tenders – A formal statement of the price you would charge for doing a job or providing goods or services. Initiating step of a competitive tendering process in which qualified suppliers or contractors are invited to submit sealed bids for construction or for supply of specific and clearly defined goods or services during a specified timeframe.

Third Party – person other than the Shipper or Consignee, who is responsible for paying the TSP freight and other charges.

Third Party Payment System – an electronic freight transaction tracking and payment system mandatory for TSPs conducting business with FEMA.

Through Rate – A rate applicable for transportation all the way from point of origin on the BOL to destination on the BOL.

Tractor – A mechanically powered unit used to propel or draw a trailer or trailers on the highway.

Trailer – A trailer is a reusable shipping conveyance not more than 53 feet in length, outside measurement, constructed for use in transporting commodities via highway, and equipped with permanent wheeled undercarriage, or mounted on a bogie or chassis. Trailer also means a demountable trailer body with wheels, or a container mounted on a bogie and equipped with a device for coupling to a tractor for movement.

Trading Partner Agreement (TPA) – An agreement drawn up by two parties that have agreed to trade certain items or information to each other. The agreement outlines the terms of the trade or trading process, such as compensation for the shorted party in an inequitable trade. Trading Partner Agreements are often tailored for electronic transactions.

Trading Partner Agreements may include a list of duties and responsibilities to be allocated to each party in the trade. They could also specify the terms of delivery or receipt of the goods or services. There is no single formal format for this type of agreement, or specific required content for them.

Transportation Service Provider (TSP) – any party, person, agent, or carrier that (a) provides freight transportation and related services to an authorized agency or other eligible user, and (b) has been approved by FEMA to participate in this traffic.

Truckload Rates – Truckload rates or classes are those for which a truckload minimum weight is provided, and charges will be assessed at the truckload minimum weight shown in the TSP tender,

except that actual weight will apply when in excess of the truckload minimum weight. Minimum of 20,000 pounds and greater will be considered truckload minimums for shipment planning purposes.

Vehicle – A flatbed, converted van, open top or a trailer or container.

Vessel – A watercraft or other artificial contrivance that is used, is capable of being used, or is intended to be used, as a means of transportation by water (reference 49 U.S.C. § 12103(25)).

Appendix C – References and Websites

31 U.S.C. § 1535, The Economy Act – Full text can be found at:

<https://www.gpo.gov/fdsys/pkg/USCODE-2016-title31/pdf/USCODE-2016-title31-subtitleII-chap15-subchapIII-sec1535.pdf>.

49 U.S.C. §§ 10721 and 13712, Government traffic – Full text can be found at:

<https://www.gpo.gov/fdsys/pkg/USCODE-2016-title49/pdf/USCODE-2016-title49-subtitleIV-partA-chap107-subchapII-sec10721.pdf> and <https://www.gpo.gov/fdsys/pkg/USCODE-2016-title49/pdf/USCODE-2016-title49-subtitleIV-partB-chap137-sec13712.pdf>.

41 C.F.R. § 102-41, Federal Property Management Regulations System – Full text can be found at:

<https://www.govinfo.gov/app/details/CFR-2011-title41-vol3/CFR-2011-title41-vol3-part102-id761>

41 C.F.R. 102-117, Transportation Management – Full text can be found at:

<https://www.govinfo.gov/content/pkg/CFR-2021-title41-vol3/pdf/CFR-2021-title41-vol3-subtitleC-chap102-subchapD.pdf>

41 C.F.R. 102-118, Transportation Payment and Audit – Full text can be found at:

<https://www.govinfo.gov/content/pkg/CFR-2021-title41-vol3/pdf/CFR-2021-title41-vol3-subtitleC-chap102-subchapD.pdf>

44 C.F.R. Part 11, Claims – Full text can be found at: <https://www.govinfo.gov/content/pkg/CFR-2022-title44-vol1/pdf/CFR-2022-title44-vol1-part11.pdf>

48 C.F.R. §§ 9.406-3 and 9.407-3, Debarment, Suspension, and Ineligibility – Full text can be found at: <https://www.govinfo.gov/content/pkg/CFR-2002-title48-vol1/pdf/CFR-2002-title48-vol1-part9-subpart9-4.pdf>

49 C.F.R., Transportation Regulations – Full text can be found at:

- Volume 1: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol1/pdf/CFR-2022-title49-vol1.pdf>
 - Volume 2: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol2/pdf/CFR-2022-title49-vol2.pdf>
 - Volume 3: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol3/pdf/CFR-2022-title49-vol3.pdf>
 - Volume 4: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol4/pdf/CFR-2022-title49-vol4.pdf>
 - Volume 5: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol5/pdf/CFR-2022-title49-vol5.pdf>
-

-
- Volume 6: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol6/pdf/CFR-2022-title49-vol6.pdf>
 - Volume 7: <https://www.govinfo.gov/content/pkg/CFR-2021-title49-vol7/pdf/CFR-2021-title49-vol7.pdf>
 - Volume 8: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol8/pdf/CFR-2022-title49-vol8.pdf>
 - Volume 9: <https://www.govinfo.gov/content/pkg/CFR-2022-title49-vol9/pdf/CFR-2022-title49-vol9.pdf>

U.S. Government Freight Transportation Handbook - The General Services Administration prescribes regulations governing the use of the U.S. Government Bill of Lading – International and Domestic Overseas Shipments, U.S. Government Bills of Lading – Privately Owned Personal Property, commercial bills of lading, and electronic bills of lading that are referenced in 41 C.F.R. 102-117 and 118. This handbook is to assist administrative and fiscal personnel who prepare and process bills of lading but are not directly involved in making freight or express shipment, as well as personnel directly involved in supply and distribution activities. Full text can be found at: <https://www.gsa.gov/cdnstatic/FreightHandbook%20Final%20May%202021.pdf>.

U.S. Department of Transportation's Emergency Response Guidebook – This is a guidebook for first responders during the initial phase of a dangerous goods/hazardous materials transportation incident. It is a joint publication between DOT, Transport Canada, and the Mexico Transportation Authority. Full text can be found at: <https://www.phmsa.dot.gov/sites/phmsa.dot.gov/files/2021-01/ERG2020-WEB.pdf>

National Motor Freight Traffic Association (NMFTA) – NMFTA's mission is to serve as a research and development organization providing the transportation industry with the necessary information to advance and improve their interests and welfare. NMFTA is committed to helping the industry meet the transportation challenges through research, education, and publication of specifications, rules, transportation codes and the preparation and dissemination of studies, reports, and analyses. More information can be found at: <http://www.nmfta.org/Pages/welcome.aspx>.

Appendix D – FEMA Trailer Receiving Form

FEMA RECEIVING FORM <input type="checkbox"/> Generator (complete back) 		
(Please Print clearly)		
SEQ. #	DATE	TIME
DRIVER'S LAST NAME, FIRST NAME		DRIVER'S CELL PHONE
TRACTOR #	TRAILER #	TRAILER COMPANY
ORIGIN	QUANTITY	COMMODITY: <input type="checkbox"/> Meals <input type="checkbox"/> Kosher <input type="checkbox"/> Water <input type="checkbox"/> Tarps <input type="checkbox"/> Blankets <input type="checkbox"/> CUSI <input type="checkbox"/> Sheeting
BARCODE # (Container/FEMA Trailer)	BARCODE (Chassis Trailer)	SEAL #
GPS # (Container/FEMA Trailer)	GPS # (Chassis Trailer)	
0- STATE OF PLATE	0- LICENSE PLATE	DOCUMENTATION ATTACHED
Indicate any damages or issues below and mark its location:		
 RIGHT SIDE	 LEFT SIDE	
 FRONT	 REAR	_____ Driver's Signature _____ Received By (Please Print)
Field Operation - 20201007		

Appendix E – FEMA Empty Trailer Release Form

EMPTY TRAILER INBOUND FORM

INBOUND <input type="checkbox"/>	OUTBOUND <input type="checkbox"/>	RETROGRADE <input type="checkbox"/>
DATE	TIME	
TRUCK NO.	TRAILER NO.	LICENSE NO. AND STATE
BAR CODE IF DHS TRAILER	GPS NO.	DELIVERED FROM (INBOUND ONLY)
TRAILER EMPTY <input type="checkbox"/>	NOTIFICATION DATE	GPS REMOVED <input type="checkbox"/>
DRIVERS NAME		PHONE NO
DRIVER SIGNATURE: (OUTBOUND ONLY)		DATE
TRAILER PROCESSED BY (FEMA REPRESENTATIVE)		
COMMENTS TO INCLUDE ANY DAMAGE NOTES		