



DEPARTMENT OF VETERANS AFFAIRS

TENDER OF SERVICE

(VA TOS-1)

June 15, 2020

This Edition Cancels All Previous Editions

Getting Started

The Department of Veterans Affairs Tender of Service (VA TOS-1) provides the baseline rules for performing general freight services for Federal agencies. As a Transportation Service Provider (TSP) qualified to participate in providing domestic or international freight transportation services, you need to understand and carefully follow the contents of this document.

This VA TOS-1 is divided into nine (9) chapters with four (4) Appendices. It follows a logical sequence from an Overview, to how to apply and qualify as a TSP, how to file rates and the performance requirements for freight TSPs. We recommend that you use the document online as much as possible because, in the online version, you can search for what you need. The online version allows you to jump from the Table of Contents to a specific topic, and you can view key related documents by simply clicking on the links.

TSPs use this VA TOS-1 in conjunction with the VA100A and VA1000.

- The VA100A, VA Uniform Rules Tariff, provides rules and baseline charges for accessorial services.
- The VA-1000, VA Baseline Rates Publication, contains baseline rates and minimum charges for the movement of agency freight shipments.
- The General Request for Offers (RFO) is the solicitation document that VA issues to qualified TSPs to provide rate filing instructions for the upcoming fiscal year rate filing cycle. It amends and updates this STOS with specialized requirements for General and specialized Federal agency requirements.
- One Time Only RFOs request a rate for a single shipment or a group of shipments that are very similar to each other; One Time Only RFOs are issued as needed.

These documents, along with the Federal Management Regulation (41 CFR § 102-117 and 102-118) and other documents cited in this VA TOS-1 comprise the rules and regulations for general freight services.

If you are new to the VA Freight Program, please read all these documents carefully to understand how they fit together to make up all the rules and regulations governing Federal Government freight shipments. It will take some time to understand all the content of these documents. You may always contact the VA Transportation and Relocation Office with concerns and questions at vatlc@va.gov and additional program information can be found at <https://www.va.gov/opal/lss/freight.asp>.

DEPARTMENT OF VETERANS AFFAIRS

TENDER OF SERVICE (VA TOS-1)

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1 General Information

1.1 *Participating Department of Veterans Affairs (VA) Activities*

The following VA activities are participants in this (VA) Freight Tender of Service VA-1 (VA TOS-1) under the VA General Freight Traffic Management Program:

(Please see [APP. A – Participating VA Activities Locations, Geographical Territories, and Contact Information.](#))

Reference to VA in this instance applies to any VA Activity requesting Freight Management Services Through any of these listed programs:

VA Transportation & Logistics Center (VATLC)
WASHINGTON, DC, 20420

VA National Cemetery Administration (NCA)
WASHINGTON, DC 20420 AND VA

VA SERVICES AND DISTRIBUTION CENTER (SDC)
HINES, IL 60141

1.2 *Scope of this Tender of Service (VA TOS-1)*

General

Hereinafter, VA activities participating in the VA TOS-1 will be referred to as a VA activity. This TOS provides terms and conditions for the transportation and all related services within CONUS for VA participating activities. This TOS is applicable to all tenders filed with participating VA activities.

This VA TOS-1 consists of the current versions of the following documents:

- The VA Tender of Service (VA TOS-1) (this document).
- The VA Uniform Rules Tariff (VA100A).
- The VA Baseline Rate Publication (VA1000).

Carriers will not be required to furnish services for Item 60 in the VA100A, Uniform Rules Tariff, unless specifically provided in their tender.

This VA TOS-1 is published and managed by VA Transportation and Relocation (VATLC). Always check the VATLC website for the most up-to-date versions of this and all freight-related documents and current points of contact. You may contact VATLC group at:

Email: VATLC@va.gov

Website: <https://www.va.gov/opal/lss/freight.asp>

Use of the Term Transportation Service Provider

The term Transportation Service Provider (TSP) is used throughout this VA TOS-1 to refer to 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 VATLC to participate in this traffic. For the purpose of this VA TOS-1, TSPs include Motor Carriers, Air, Rail, Ocean, Brokers, Freight Forwarders and other TSPs such as logistics companies and shipper's agents.

Rates and Charges

This VA TOS-1 shall not be interpreted, in any way, as the setting of rates or charges by VA. TSPs must independently establish their own levels of rates and charges. TSPs will submit their rates in response to the Request for Offers (RFOs), their rate filing instructions, and One Time Only (OTO) solicitations when they are issued.

Description of Freight

Eligible property moved under this TOS by VA activities or authorized contractors for the VA consists of a variety of commodities and will be generally described as freight-all-kinds (FAK) except Class A and B explosives, hazardous wastes, and radioactive articles requiring a hazardous material label.

The Department of Veterans Affairs further requires all carriers participating in the TOS to possess the required insurance thresholds and credentials to legally transport hazardous materials other than those restricted herein.

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.
- 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 must note that on occasion the VA may require shipping of excluded commodities under special purpose, solicited FAK rates. In these cases, VATLC will issue a special Request for One-Time-Only (OTO) Tender. TSPs should carefully review these requests for changes to the definition of FAK and respond accordingly.

Shipments Excluded from this VA TOS-1

Shipments excluded from the terms and conditions of this VA TOS-1 are:

- Shipments that can be more advantageously or economically moved via parcel post or Next Generation Delivery Services (NGDS) small package carrier
- Uncrated used household goods
- Shipments of Class A and Class B explosives
- Hazardous waste to include radioactive articles requiring a hazardous material label
- Shipments that the VA may elect to move in Government vehicles
- Freight subject to specific agency program or contracts, (e.g. Guaranteed Freight Programs or local drayage contracts.)

TSP Responsibilities

TSPs responsibilities are defined in this VA TOS-1, the VA Uniform Rules Tariff VA100A and any Requests for OTOs. TSP's participating in the VATLC program are expected to be familiar with these documents as they contain the terms, conditions, and procedures to be used when moving eligible Government freight.

Lawful Performance, Operating Authority, and Insurance

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 them and will produce evidence of that authority upon demand;
- Maintain minimum cargo insurance in the amount of \$150,000;
- 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.

TSP Liability

Notwithstanding provisions of 41 CFR § Part 102-117 and Part 102-118, cargo transported under the requirements of this VA TOS-1 will be valued at full value not to exceed \$100,000 unless otherwise stated on the document that constitutes the contract of carriage. This is generally the VA Commercial Bill of Lading (VCBL).

Full value is stated in U.S. dollars and is considered the actual 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 actual value of the shipment.

To avoid risk to the Government if a loss and damage claim becomes necessary, shipping agencies/organizations must accurately describe the cargo on the document that constitutes the contract of carriage (VCBL). The shipper must describe the 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 (41 CFR § 102-117.125)

Right to Issue RFOs

VATLC manages this VA TOS-1 and all related RFOs. VATLC issues RFOs under this VA TOS-1 for authorized users. These RFOs include the General RFO, specialized RFOs, and one-time-only solicitations. VA organizations are not authorized to issue their own RFO, reference or plagiarize this VA TOS-1 without consulting with VATLC for administrative guidance. VATLC is the sole authority to solicit rates on behalf of the Veterans Affairs under Subchapter D, Parts 102- 117.30 and 102-117.35 of the Federal Management Regulation.

Prohibited Use by TSPs

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 will result in temporary nonuse from the program under the procedures of [Chapter 8](#) of this VA TOS-1.

Hazardous Material Authority

Any VA activity shipping hazardous materials requires carriers participating in this VA TOS-1 to maintain a “SATISFACTORY” safety rating from the Department of Transportation (DOT). If a carrier receives a “CONDITIONAL” or “UNSATISFACTORY” safety rating from DOT, the carrier will be placed in non-use status until documentary evidence is furnished the office placing the carrier in non-use that such rating has been upgraded by DOT to “SATISFACTORY.”

1.3 Application of this STOS

VA Commercial Bills of Lading (VCBL)

VATLC utilizes VA Commercial Bills of Lading (VCBL) to acquire transportation services. By accepting this VA TOS-1, the TSP agrees that specific terms and conditions of a VCBL are included in their rate tender. Specific terms and conditions that apply to either the GBL or CBL are included in 41 CFR § 102-117.65, and 41 CFR § 102-118.135 and 140.

Validity of Tenders

The RFO establishes the specific period that a TSP’s tenders are valid. Under this STOS, tenders are typically valid for one (1) year with an option to extend them up to one (1) year. The VA reserves the right to extend an existing tender up to one (1) additional year beyond the original expiration date. If a TSP does not agree to extend their tender, it will be removed from the system during the period of the extension.

Non-responsive Tender Rule

TSP tenders that are accepted and distributed for use but are later found not to be in conformance with the terms and conditions of this STOS, are considered nonresponsive. Nonresponsive tenders are subject to

immediate removal from the freight program by the authorized VA personnel. The TSP will be notified when tenders are removed under these circumstances and will be advised of the basis for their removal.

1.4 VA TOS-1 REVISIONS

This Tender of Service (VA TOS-1) will be revised by the Department Veterans Affairs, Transportation & Relocations (VATLC), Washington, DC 20420, through either the issuance of page revisions (original or revised) or the reissuance of the document on an "as needed" basis.

Only VATLC may revise or reissue this VA TOS-1.

Unless specifically endorsed by the VA Transportation and Relocation (VATLC) in writing as part of the publication, versions of this VA TOS-1 issued by parties other than the VA Transportation and Relocation (VATLC), including reprints of the WWW pages, electronic copies, or any other form of publication, are null and void.

Page Revisions

This TOS will be revised via issuing page revisions. When there are page revisions, cancellation of prior pages will be affected by means of this rule. Pages will be inserted in the document in numerical sequence. (For example: "FIRST REVISED PAGE 10" will have the effect of canceling "ORIGINAL PAGE 10"; "SECOND REVISED PAGE 10" will have the effect of canceling "FIRST REVISED PAGE 10". Pages should be inserted in the following order, as page 115 would be followed by pages 115-A, 115-B, 115-C, 116, and 117.) Except where a specific cancellation is shown on a revised page, a revised page cancels all uncanceled revised or original pages, or uncanceled portions thereof, which bear the same page number. Changed text on the revised pages will be bracketed []. A listing of current pages is shown on the check sheet for tender pages on pages 3, 4, and 5.

Reissuing Documents

Reissued-documents will be identified by a letter suffix, in alphabetical sequence, next to the title number. (For example, the first reissue of this VA TOS-1 would be designated as the VA GENERAL FREIGHT TENDER OF SERVICE VA TOS-1A, the next VA TOS-1B, etc...). Each reissue will supersede the previous issue. When this TOS is reissued only the text that has been changed from the previous issue of the VA TOS-1 will be bracketed [].

1.5 Unintentionally Accepted Tender Rule

Tenders that are unintentionally accepted and distributed for use, which are later found incompliant with the VA TOS-1, are subject to immediate removal by VATLC. The carrier will be notified when tenders are removed under these circumstances and will be advised of the basis for their removal. Even though a tender was unintentionally accepted, such tender may be used until it is canceled by the carrier.

1.6 Lawful Performance, Operating Authority, and Insurance

All service shall be performed in accordance with applicable Federal, State, and local laws and regulations. Common motor carriers or brokers, freight forwarders, rail carriers, shipper's agents, or shipper's associations shall retain the required carrier or broker operating authority and maintain cargo as well as public liability insurance required by Federal, State, and local regulatory agencies.

1.7 Acceptance of the VA TOS-1

The acceptance of this TOS is a prerequisite for any motor common carrier, broker, freight forwarder, rail carrier, shipper's agent, or shipper's association desiring to be considered for the transportation of Government property shipped by a participating VA activity. The terms and conditions in this VA TOS-1 are applicable to all interlining carriers. Any reference to carriers in this TOS, unless otherwise stated, also applies to motor common carriers, freight forwarders, rail carriers, shipper's agents, or shipper's associations, and brokers licensed to transport general commodity freight. The conditions of this VA TOS-1 are in addition to all service provisions of any applicable tender or tariff (including the VA Uniform Rules Tariff VA100A) under which a shipment may be routed, except where these conditions conflict with applicable Federal, state, and local laws and regulations. If a conflict exists between the provisions of this VA TOS-1 and the provisions named in the VA100A, Uniform Rules Tariff, the provisions of this VA TOS-1 will apply. The acceptance of this VA TOS-1 by a TSP shall be accomplished as specified in [Chapter 2](#) of this document.

1.8 Basis for Determining Applicable Distance

Unless otherwise authorized or such as provided for in VA100A, Uniform Rules Tariff, Item 180 Circuitous Routing of Hazardous Material Shipments, all tenders shall be predicated on the shortest route distance determined from origin zip code to destination zip code as determined using Google Maps, regardless of the distance actually traveled by the carrier.

2 TSP Participation

2.1 General

Participation in the VA TENDER OF SERVICE No. VA-1, General Freight Traffic Management Program is open to any carrier possessing the required operating authority and insurance required in [para. 1.6](#) of this VA TOS-1.

2.2 Approval to Participate

System for Award Management (SAM)

Before applying for approval to participate in the VATLC program, the TSP must first enroll in the System for Award Management (SAM) if not registered. SAM is a free service which acts as the on-line contractor database for the U.S. Federal Government. SAM collects, validates, stores and disseminates vital data in

support of agency and other eligible user acquisition and award missions. Registration information and procedures can be found at www.sam.gov. To register in the SAM, you must first obtain a Data Universal Numbering System (DUNS) number managed by Dun and Bradstreet. A DUNS number is also free for Federal contractors, including TSPs participating in the VATLC program.

For a carrier to become eligible to transport traffic under this VA TOS-1, it MUST:

- Participate in all applicable governing publications listed in VA100A, Uniform Rules Tariff, ITEM 10, Governing Publications or supplements or reissues thereto. If a carrier's tender is unintentionally accepted and it is later determined that it is not party to the applicable VA TOS-1 governing publications listed in VA100A, Uniform Rules Tariff, ITEM 10, Governing Publications, the carrier's tender filing is subject to [Para. 1.4](#) of this VA TOS-1 herein.
- Submit the following documents to VATLC, at the address as shown in [Appendix A](#) (See [Para. 3.3 Tender Filing Instructions](#) herein for exception to this requirement.)
 - One completed and signed VA TOS-1 Letter of Intent (LOI) (See sample LOI [Appendix B](#));
 - One completed and signed VA TOS-1 Carrier Certification of Eligibility (COE) for submission of rate tenders for transportation (See [Appendix C](#)); and
 - A completed VA Form 744, Uniform Tender of Rates and/or Charges for Transportation Services and, if necessary, separate accompanying rates.
 - A current Certificate of Liability Insurance in the minimum amounts of 1) \$250,000 for each truckload tender submitted, and/or 2) \$100,000 for each LTL tender submitted.
- Upon receipt of a supplement or reissued copies of the VA TOS-1, carriers that already participate, need only to resubmit a signed LOI to retain its current status, unless otherwise advised.
- VATLC will review all submitted documentation for completeness and once the review process is concluded, the submitting carrier will be issued a written notice of acceptance. If the filing is rejected, the carrier will be advised of the reason(s) and given another opportunity to complete and submit another filing.

3 Offers of Service

3.1 Filing

Subject to [Para. 3.2](#) below, carriers determined eligible by VATLC to participate in the VA TOS-1 may submit tender filings to provide transportation services covered by this VA TOS-1.

3.2 Time of Filing

VATLC may establish an "Open Filing Window" to receive rate tenders or supplements from eligible carriers. The "Open Filing Window", when established will be announced to the carrier industry through this VA TOS-1, other various industry publications or direct contacts as deemed appropriate by VATLC. Carriers may contact VATLC at vatlc@va.gov for scheduled or anticipated open window filing dates.

3.3 Tender Filing Instructions

Only VATLC is authorized and may accept tender filings for all VA Activities listed in [Appendix A](#).

If a carrier submits a tender to the VA referencing more than one origin geographical area contained in [Appendix A](#), the tender need only be filed with VATLC.

A. General Tender Format

Carriers are required to submit one signed copy of the VA Form 744, Uniform Tender of Rates and/or Charges for transportation Services to VATLC at the e-mail address listed in [Appendix A](#).

Unless otherwise provided in this VA TOS-1, carrier tenders, at a minimum, shall contain the following information on the VA Form 744:

- When the need arises for a carrier to change its tendered rates or points served, it must supplement its tender by amending Block 11A(2); 11B(2); 13A; or 13B of the VA Form 744. Unless otherwise authorized, thirty (30) days notice must be provided between the issue date and the effective date for supplements issued for rate increases or tender cancellations. Carriers must submit tender supplements to VA Transportation and Relocation, Washington, DC.
- Indicate in block 1A, the complete name of the issuing carrier.
- Indicate in block 1B, the Standard Carrier Alpha Code (SCAC).
- Indicate in block 2A, the number of the tender. Each tender shall be assigned a discrete number (either alpha or alpha-numeric) by the issuer for identification purposes.
- Indicate in block 2B, the supplement number, if supplementing a tender. If the tender is not being supplemented, this BLOCK should be left blank. Please see [Para. 3.3D Tender Cancellation Supplement](#) herein, for instructions to be followed when completing a tender cancellation supplement.
- Indicate in block 2C, the tender or supplement number being cancelled. (When the tender number in block 2A cancels a previously issued tender or supplement, the tender number or supplement being cancelled must appear in this block 2C.)
- Indicate in block 2D, the effective supplement numbers containing all changes.
- Indicate in block 3, that the services are tendered to the U.S. Government
- Contain, unless otherwise specifically requested, in block 10B, Description of Articles, "FREIGHT-ALL-KINDS (FAK) EXCEPT CLASS A & B EXPLOSIVES; HAZARDOUS WASTES; AND RADIOACTIVE ARTICLES REQUIRING A HAZARDOUS MATERIAL LABEL."

- Indicate in block 11A(2) and 11B(2) one of the following formats:
 - Named origins or destinations within a specific state as requested by the VA activity; or
 - All points in a named state. When a carrier's tender names a state in BLOCK 11A(2) or BLOCK 11B(2), tender rates must apply to all points (cities, origins or destinations) within the named states.
 - All points within CONUS (continental U.S.). Carrier will specify "ALL POINTS CONUS" in blocks 11A(2) and 11B(2).

Tenders referring to "Points Served Direct" or any other type of restrictive application, will not be accepted, unless otherwise specifically authorized.

- Leave block 12, blank. Do not check any blocks.
- Enter the applicable rate or charge (either dollar amount or percentage of the VA Baseline Rate Table VA1000); OR, enter "SEE ATTACHED RATE SPREADSHEET".
- Insert in block 14, the carrier name and carrier phone number for pickup. If additional space is needed, carriers may list the telephone pickup numbers in a tender attachment.
- Leave all spaces blank in block 15.
- Insert in block 16, "VA100A".
- Insert in the space provided in block 17A either:
 - one percentage for all ITEMS (accessorial services) containing rates or charges in the VA-100A; or
 - insert the words, "SEE ITEM INDEX APPENDIX FOR ITEM PERCENTAGES", and in the space provided in the item percentage index appendix, a percentage for EACH item.
- Insert in block 17B, "VA UNIFORM RULES TARIFF VA100A."
- When supplementing a tender, carriers must also indicate in block 17B the reason(s) for change(s) [supplementing a tender.] NOTE: A supplement issued to cancel a tender in its entirety should not contain any rates. Please see [Para. 3.3D, Tender Cancellation Supplement](#), for instructions in completing a tender cancellation supplement.
- In block 18A, indicate the appropriate interstate and/or intrastate operating authority references applicable to the services offered. If no operating authority is required enter, "NONE REQUIRED."
- In block 18B, insert the following statement, "THIS TENDER IS SUBJECT TO THE TERMS, CONDITIONS AND PROVISIONS OF THE VA TENDER OF SERVICE VA TOS-1 OR SUPPLEMENTS OR REISSUES THERETO."
- Check the applicable box in block 19.
- Type or insert in block 22, the name of the company, the name of the authorized person issuing the tender, the address (both physical and mailing if different), a telephone number, a signature and title of the authorized officer or agent. Please note: a physical address is required.

B. Acceptable Tenders

Carriers must submit their tenders in one of the three following acceptable formats: (Note: VATLC may specify a single format for specific filing windows for bid purposes.)

- Carrier tenders predicated on the VA Baseline Rate Table VA1000 and the VA Uniform Rules Tariff VA100A. (Individual carrier or bureau line-haul rates, rules or terminal services tariffs are not acceptable.) Tenders following this format must reflect percentage(s) above, below, or equal to 100% of the VA Baseline Rate Table VA1000 for either 1) Category 1 - All Minimum Charge (MC) and Less Than Truckload (LTL) groupings; or 2) Category 2 - Only the Truckload (TL) grouping. Offerors can submit, within each category, a different percentage for each grouping (Minimum Charge [MC], Less Than Truckload [LTL], and Truckload [TL]), but not a different percentage(s) within a grouping.
- Carrier tenders predicated on a dollar rate per 1.6093 kilometers (per mile) per vehicle used and the VA TOS-1. (Individual carrier or bureau line-haul rate, rules or terminal services tariffs are not acceptable.) Tender following this format must reflect rates based on a dollar rate per 1.6093 kilometers (per mile) per vehicle using a distance scale or distance matrix format or a charge per vehicle used. Rates must be offered to the whole cent. (\$1.00 = acceptable; \$1.001 = unacceptable.)

C. Brokers

A Broker that is also an Interstate Commerce Commission (ICC) certificated common carrier may, for only the territory in which it is authorized to serve as common carrier, submit a tender in the format described in [Para. 3.3A](#) herein with the name of the broker.

Brokers that are not ICC certificated common carriers must submit tenders in the format described in [Para. 3.3A](#) herein in the name of the broker and indicate, on an appendix attached to the tender, the names of the underlying ICC/PUC certificated carriers and their respective operating authority number. These brokers must also insert in block 18: "ONLY ICC CERTIFICATED COMMON CARRIERS SHOWN IN THE ATTACHED LIST WILL BE USED."

D. Tender Cancellation Supplement

When a supplement is issued for the purpose of canceling a tender in its entirety, complete blocks 1 through 11B(2) of the VA form 744. Additionally, enter: "THIS SUPPLEMENT IS ISSUED TO CANCEL THE TENDER IN ITS ENTIRETY." In block 17.

3.4 Non-Alternating Tender Acceptance Policy

Unless specifically requested, a VA activity will not accept carrier tenders containing a non-alternating provision.

When specifically requested by VATLC, carriers can limit the application of a tender filing by indicating the VA shipping facility location in block 11A(2), or VA receiving facility in block 11B(2) and inserting in blocks 13A and

13B, of the VA Form 744 the following statement: "THESE RATES WILL NOT ALTERNATE WITH ANY OTHER TENDER RATES."

Tenders accepted on behalf of the VA, will not alternate with a tender specifically applicable to another government agency.

4 STATEMENT OF WORK

4.1 *Performance of Service*

Carriers accepting shipments offered under this TOS shall establish effective service controls for the Prompt and complete performance of all ordered origin, line-haul, and destination services. Origin services shall include timely and appropriate equipment for pick-up, loading, stacking and required transit time. Destination services shall include delivery notification, delivery, unloading, pallet and debris removal.

4.2 *Qualifying Requirements*

Carriers participating in this TOS shall provide the following:

- Terminal facilities near the origin and near the destination to effectively service the agency shipping and receiving facility/activity.
- Pickup and delivery pursuant to the standards set forth in this TOS.
- Equipment deemed necessary by the agency shipping facility traffic manager to perform service as outlined in this TOS to include temperature protection for commodities requiring temperature control. Equipment found unsuitable for freight loading shall be rejected.
- Lowest overall transportation cost to the U.S. Government commensurate with satisfactory service.
- 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 bill of lading.
- Exclusive use of vehicle when requested and annotated in the bill of lading.
- Accessorial and special services, as requested or annotated on the bill of lading.
- Prompt inspection of damaged material.
- Settlement of all claims for loss or damage attributable to carrier liability within 120 days (Title 41 of the Code of Federal Regulations [41 CFR] 41 CFR 101-40.711-1.)
- Protection from elements and securing of the loads.
- Transportation of hazardous materials other than Class A & B explosives; hazardous wastes; and radioactive articles requiring a hazardous material label in accordance with Title 49 of the Code of Federal Regulations (49 CFR).
- Inside pickup or delivery, when requested and annotated on the bill of lading.
- All services (e.g., spotting of trailers, assisting in the loading of freight into conveyance, and reporting to the agency shipping facility at the requested time), as requested by the designated agency shipping

facility representatives, for shipments tendered. (Unwarranted refusal or selective acceptance of cargo is prohibited.)

- Continuous control of shipments. When requested by either a representative of the consignor or consignee, the carrier shall monitor and trace shipments to ensure prompt completion of all required service as well as provide status and location of a shipment within hours of the request.
- Prior notification of delivery shall comply with bill of lading instructions and without charge, except where the bill of lading instructions specifically requires prior notification of delivery be made hours or more prior to delivery.
- Proof of delivery (copy of signed, dated delivery receipt) for any shipment that the GBL issuing officer (or designee) determines is needed to verify the carrier's delivery certification on the GBL.
- Return of shipment service. In the event a carrier is required to return a shipment to the original shipping location as ordered by the TOS VA activity or designated official, the carrier will assess the line-haul rate applicable to the original outbound movement or the applicable tender rate whichever is lower. The carrier shall obtain the necessary amendment or documentation from the party ordering the additional movement.
- Hand delivery of envelopes containing shipping documents to the consignee when such envelopes are tendered with the shipment.

4.3 Completion of Service

Service performed under this VA TOS-1 is deemed complete when delivery and other destination services have been furnished. Carrier service can be accomplished by either direct or interline service. When joint line rates are offered, the tender submitting carrier shall ensure that any interline carrier(s) transports the shipment at the original offered discounted rate or charge and provides all services as specified in the VA TOS-1.

4.4 Prompt Notification of Undelivered Freight

When a shipment cannot be delivered because of the consignee's inability or refusal to receive or accept the shipment, carriers shall notify and request additional handling or forwarding instructions from VATLC via e-mail (VATLC@va.gov).

4.5 Rules and Accessorial Charges

Shipments transported under this VA TOS-1 shall be subject to the rules and accessorial charges published in the applicable VA Uniform Rules Tariff VA100A. No carrier's independent actions (carriers' rules or accessorial tariffs) or bureau published tariffs deviating from the VA Uniform Rules Tariff VA100A are acceptable.

4.6 Special Services Ordered

Only special or accessorial services annotated on the VA Commercial Bill of Lading (VCBL) by the issuing office are authorized and will be paid by the requesting agency.

4.7 Department of Transportation (DOT) Emergency Response Guidebook

Each carrier that is subject to this VA TOS-1 that picks up or transports a hazardous material shipment shall maintain emergency response information as specified in Title 49 of the Code of Federal Regulations (49 CFR) Section 172.602 in the same manner as prescribed for shipping papers. The carrier shall have in its possession a copy of the current Department of Transportation (DOT) Emergency Response Guidebook when picking up, transporting, or delivering a shipment of hazardous material. This information must be immediately accessible to the transport vehicle operator or crew in the event of an incident involving a hazardous material.

4.8 Tracking Shipments

Requests by the Government to have a shipment tracked shall be made through either the origin carrier's centralized tracking system, if such a system is available, or its origin terminal. Upon request, the origin carrier shall track the shipment through its entire system (including any interlining carriers) and provide the requester (or third party as directed) a reply through the same communication media as the request, or through the media directed in the request. When a carrier offers the Government direct access to their mechanized tracking system and the requester elects to use it, the carrier will, when required by the requester, track the system through any interlining system, and provide a reply as above.

5 Performance Requirements

5.1 Transit Time

A. Delivery Times

- All VA Minimum Charge (MC) and Less-than-Truckload (LTL) Shipments.
Except for VA routed shipments destined to Alaska and Hawaii, a carrier shall deliver all above referenced shipments within 1,609.3 kilometers (1,000 mile) radius of the agency shipping facility within 4 calendar days; and deliver all above-referenced shipments exceeding 1,609.3 kilometers (1,000 mile) radius of the agency shipping facility within 7 calendar days. 24 Transit times for VA routed shipments to Alaska and Hawaii are computed from the port of embarkation (POE) named by VA. For shipments destined to Hawaii, the POE can either be Oakland or Los Angeles, CA. Carriers shall deliver VA routed shipments from one of the West Coast Ports to Hawaii within 8 calendar days. For shipments destined to Alaska, the POE is Seattle, WA. Carriers shall deliver all VA routed shipments from Seattle, WA, to all customers in Anchorage, AK, within 7 calendar days and to all other customers in Alaska within 12 calendar days.
- All VA Shipments Based on Truckload (TL) Rates.
Carriers shall be required to deliver all Truckload (TL) shipments within the following time standards:

<u>FROM</u>	<u>TO</u>	<u>REQUIRED DELIVERY SERVICE</u>
1.61 kilometers (1 mile)	160.93 kilometers (100 miles)	Upon request, or Same day or next by 10:00 AM
1.61 kilometers (1 mile)	885.12 kilometers (550 miles)	2nd day by 10:00. AM local time.
886.72 kilometers (551 miles)	1,770.23 kilometers (1,100 miles)	3rd day by 10:00 AM local time.
1,771.84 kilometers (1,101 miles)	2,655.35 kilometers (1,650 miles)	4th day by 10:00 AM local time.
2,656.95 kilometers (1,651 miles)	3,540.46 kilometers (2,200 miles)	5th day by 10:00 AM local time.
3,542.07 kilometers (2,201 miles)	4,425.58 kilometers (2,750 miles)	6th day by 10:00 AM local time.
4,427.18 kilometers (2,751 miles)	and over	7th day by 10:00 AM local time.

B. Method of Measurement

Transit time is measured in calendar days, including Saturday, Sunday, Federal holidays (i.e., New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday (Presidents' Day), Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day) and other days designated as a holiday by Federal statute or Executive order.

Transit time begins the day the shipment is signed for by the originating carrier and ends at the time the shipment is delivered (or made available for delivery) to the receiving activity (destination). Unless the agency or the customer requests and authorizes delivery on Saturdays, Sundays, or holidays listed in this part, carriers shall not be required to deliver shipments on these days. Carriers shall not be penalized if they refuse to voluntarily make Saturday, Sunday, or holiday delivery. Carrier pickup service shall include arriving on time (normal, local business hours) for pickup, and with the type and quantity of equipment ordered by the shipper. The shipper may inspect the carrier's equipment upon arrival and, if determined unsuitable for freight loading, reject the equipment.

C. Ordering Equipment

When ordering equipment or requesting a pickup date, carriers will receive advance notice. Unless an abnormal amount or type of equipment is requested, carriers will be notified in the afternoon prior to the day the equipment is needed. However, in some circumstances, the carrier may be required to perform same day pickup service. Carriers will not be penalized if they are unable to provide this "special" same day pickup service.

D. METHOD OF MEASUREMENT.

Pickup service will be measured using agency shipping facility dispatcher records indicating the requested time and date of pickup and carrier sign-in registers indicating carrier date and time of arrival. Unless a carrier requested and received, permission to delay the pickup date or time, shipping facility ordering official from the agency measurement of efficient pickup service will be based only on the agency shipping facility dispatch records.

5.2 Pickup

A. General.

Carrier pickup service shall include arriving on time for pickup, and with the type and quantity of equipment ordered by the shipper. The shipper may inspect the carrier's equipment upon arrival and, if determined unsuitable for freight loading, reject the equipment. If the delivering TSP believes additional detention charges will result, the driver should obtain the arrival and departure times on the VCBL and the receiving person's signature attesting that information. Further, the TSP will immediately notify VATLC via e-mail (VATLC@va.gov) of the likelihood of detention charge amount(s), detention start and end times, and the applicable VCBL number.

B. Ordering Equipment

When ordering equipment or requesting a pickup date, carriers will receive advance notice. Unless an abnormal amount or type of equipment is requested, carriers will be notified the afternoon prior to the day the equipment is needed. However, in some circumstances, the carrier may be needed to perform same day pickup service. Carriers will not be penalized if they are unable to provide this "special" same day pickup service.

C. Method of Measurement

Pickup service will be measured using the agency shipping facility dispatcher records indicating the requested time and date of pickup and carrier sign-in registers indicating carrier date and time of arrival. Unless a carrier requested and received, permission to delay the pickup date or time, shipping facility ordering official from the agency measurement of efficient pickup service will be based only on the agency shipping facility dispatch records.

5.3 Loss or Damage

A. General

Claims for loss or damage claims attributable to the carrier must be acknowledged and settled in accordance with the provisions of Federal Regulations (49 CFR), Part 1005.

B. Method of Measurement

In all instances, loss or damage claim settlements will be applied to the ORIGIN carrier performance of service using reports, records, and history files compiled by the agency. These reports, records, and history files will include the number of shipments handled as well as the number of claims settled against each participating carrier.

5.4 Unusual Incidents

Carriers shall provide a written report to the VCBL issuing officer of any event such as the seizure of cargo, fire, strikes, embargoes or any other incidents which produces substantial freight loss, damage or delay. These reports shall be made available to the VCBL issuing officer within two days after such an incident. The initial written report shall include the following information and be followed up by a detailed written assessment of the loss or damage, and delays encountered and final disposition of the property:

- Type of incident;
- Location of incident;
- Description of any hazardous cargo;
- VCBL Number and date issued;
- VCBL issuing office;
- origin;
- Destination;
- Date shipment received by carrier;
- If applicable, required delivery date;
- Date and time of incident;
- Estimated amount of loss and extent of damage;
- Current status of shipment(s), including new estimated time of arrival (ETA); and,
- Location of shipment(s), if applicable.

5.5 All Others

This category includes the evaluation of all other services that carriers may be requested to provide, such as the ability to provide accessorial and special services as required, documented customer complaints, adherence to Federal, State, local, and agency shipping facility regulations, and unwarranted refusal of shipments. (Selective acceptance of shipments is prohibited.)

5.6 Other Elements

All other service deficiencies requiring a carrier response and/or action must be responded to by the carrier within 10 days of receipt of an agency deficiency notice of such a deficiency. The carrier response must include a plan to correct the deficiency. The elements of service described herein generally refer to specific operational factors affecting the timely, efficient and cost-effective movement of agency freight. There are, however, other elements which will be considered in determining the overall performance of a carrier and the ability and fitness of a carrier to provide service. These elements are of such importance that one violation will render subject carrier to possible placement in temporary nonuse status.

These elements include, but are not limited to:

- Willful violations of tenders or tariffs;
- Failure to pay just debts thereby subjecting Government shipments to possible frustration, unlawful seizure, or detention;
- Failure to maintain proper insurance coverage;
- Operating without legal authority; and
- Failure to have in its possession a current copy of the DOT Emergency Response Guidebook when picking up or transporting a shipment of hazardous material.

5.7 VA TOS-1 Waiver Requests

The VCBL issuing officer, the agency shipping facility traffic manager or the agency servicing office representative shown in [Appendix A](#) may, for an individual shipment, waive one or more of the requirements in this TOS or of the VCBL in whole or in part because of the incompatibility of such requirements with the prevailing circumstances. An affected carrier may submit the waiver request verbally to the VCBL issuing officer, however, the request must be confirmed in writing by the carrier to the VCBL issuing officer within one day of the initial request.

If the VCBL issuing officer determines that a waiver is justified, it will be amended as an amendment to the VCBL and be distributed to the carrier, within two working days after receiving the carrier's request.

5.8 Astray Freight

If freight is separated from the carrier's freight bill or bill of lading, the following procedures will apply:

- When the carrier can determine the consignee, either from the markings on the freight or from the shipping documentation affixed to or contained within the freight, the carrier 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 carrier is able to determine that the property belongs to VA, then the carrier will contact the Traffic Manager, VATLC, (202) 461-5511 (see [Appendix A](#) for additional contact info) for disposition instructions.
- When specific agency ownership cannot be determined for astray freight which is identifiable Government property, the carrier will contact the nearest Government installation for disposition instructions.

6 Service Performance Standards

6.1 Carrier Performance Reviews

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

- Complaints (both written and oral) submitted by an agency transportation officer, VCBL Issuing Officer, agency official, agency shipping facility operating personnel, or consignee;
- Reports obtained or formulated from carrier pickup records, history files, finance payment records, and agency discrepancy computer runs; and
- Serious incident reports.

6.2 Carrier Evaluation

Carrier performance shall be evaluated periodically, but at least annually, using the service standards established in this VA TOS-1. Four categories will be analyzed as shown below.

A carrier will be issued a warning letter and may be placed in a temporary nonuse status based on deficiencies in any individual category.

Service Standard Table:

<u>RANKING</u>	<u>CATEGORIES</u>			
	1. TRANSIT TIME <u>STANDARD</u>	2. PICKUP <u>STANDARD</u>	3. LOSS AND DAMAGE <u>STANDARD</u>	4. ALL OTHERS <u>STANDARD</u>
EXCELLENT	Above 97%	Above 98%	Above 98%	Above 98%
VERY GOOD	97% - 96%	98% - 97%	98% - 97%	98% - 97%
SATISFACTORY	95% - 94%	96% - 94%	96% - 95%	96% - 95%
UNSATISFACTORY	Below 94%	Below 94%	Below 95%	Below 95%

Maximum use will be made of carriers whose ranking for all categories is highest and when transportation costs are competitive.

Carrier performance that is determined to be "UNSATISFACTORY" for one or more categories will result in the issuance of a warning letter by the respective agency servicing office or his or her designee. The carrier will be advised that its service for one or more categories is "UNSATISFACTORY" and that if service for that category or categories fails to improve, the carrier will be subject to placement in temporary nonuse status.

Carrier performance that is determined to be "UNSATISFACTORY" for one or more of the categories will result in notification by the agency servicing office or designee that action is being initiated to place it in a temporary nonuse status in accordance with the nonuse procedures set forth in [Chapter 8 – Temporary Nonuse, Debarment, and Suspension](#).

7 Inspection

7.1 General

Authorized representatives of the VCBL issuing office shall have the right to inspect carrier facilities (local carriers equipment, terminals, stations, or warehouses) and to inspect the performance of services (loading, pickup, delivery, and any other services performed or being performed by the carrier) in connection with any shipment handled under the provisions of this VA TOS-1.

An authorized representative of the VCBL issuing office may be present from the agency shipping facility listed in [Appendix A](#).

Representatives may inspect the performance of services at the agency shipping facility, at the carrier terminal facilities, or at consignee receiving facilities during regular office hours or at any time work is being performed.

7.2 Corrective Action

When authorized representatives of the VCBL issuing office determine that facilities, equipment, or services do not meet the terms, conditions or specifications prescribed by this VA TOS-1, the carrier or its agent shall cooperate fully to promptly correct the deficiency by taking appropriate action at no additional cost to the Government.

7.3 Facilities

The carrier must furnish Government representatives with reasonable free access to facilities and assistance to accomplish their inspection as required.

8 Temporary Nonuse, Debarment, and Suspension

Carriers may be placed in temporary nonuse at a VA activity by an agency shipping facility manager or tender servicing office referenced in APPENDIX A for a period not exceeding 90 days if the terms or conditions of this VA TOS-1 are not met or for any cause(s) listed in Title 41 of the Code of Federal Regulations (41 CFR) 41 CFR 101-40.408-2, or for debarment status for cause(s) set forth in 41 CFR 101-40.409-2), or for suspension status for cause(s) set forth in 41 CFR 101-40.410-2.

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

- The effective 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;
- The facts relied on to support the specified cause(s) for temporary nonuse;
- Upon receipt of the initiating officer's notice of proposed temporary nonuse, the carrier will be given a period of 7 calendar days during which it may submit in person, in writing, or through a representative, rebuttal information and arguments opposing the temporary nonuse;
- The initiating officer has a period of 5 working days to evaluate a carrier's rebuttal information, any opposing arguments and render a decision;
- The availability of an appeal of the initiating officer's decision to a reviewing official, provided the request for review is received within 5 work days of receipt of the transportation officer's decision;
- The corrective action required by the carrier to be removed from temporary nonuse; and
- Carrier failure to correct the cause(s) for temporary nonuse. will result in an additional nonuse period of 30 calendar days during which the case will be referred to the participating agencies debarring official for appropriate action.

9 Reporting Requirements

Carriers transporting VA distribution center or contractor site shipments are required to submit the following reports, upon request to the agency servicing office or designee referenced in [Appendix A](#):

- A previous month's report of DC shipments within twenty (20) calendar days of the month following the end of the month being reported. The report shall be in VCBL number sequence and include:
 - pickup date of each shipment;
 - weight of each shipment
 - the date each shipment was delivered or offered for delivery; and
 - the shipment city and state destination.
 - If the shipment was offered for delivery and not immediately accepted, carriers, upon request, shall provide the requesting VA official with the name of the consignee's representative who authorized the scheduled delivery date, and if applicable, any consignee-assigned carrier control number.
- Each month, the VA activity traffic manager or designee, or the VA office that services the VA activity or contractor site, as shown in [Appendix A](#), may request by random selection, Proof of Deliveries. The carrier, within 30 days from the date of the request, at no additional cost, must provide proof of not

more than 5 percent of the total deliveries through submission of legible hard copy Proof of Deliveries (signed and dated delivery receipt) to the requesting office.

- All Other Traffic Reports: To be specified in future TOS supplements.

**APPENDIX A *Participating VA Activities Locations, Geographical Territories
and Contact Information***

VA ACTIVITY	CONTACT	NORMAL SERVICE AREA
VA Transportation & Relocation (VATLC) VA Central Office, OPAL 810 Vermont Avenue, NW, Room 716B Washington, DC 20420	Mr. Daniel Colter Traffic Manager Phone: (202) 461-5511 daniel.colter@va.gov	CONUS, AK, HI, PR, Guam, Caribbean Islands, and PI
Hines Service & Distribution Center (SDC) 1st Avenue and Cermak Road Hines, IL 60141	Ms. Dijana Colon Phone: 708-786-7763 Dijana.Colon@va.gov	CONUS, AK, HI, PR
VA National Cemetery System (NCA) 811 Vermont Avenue, NW Washington, DC 20240	Ms. Cheryl Pratt or Ms. Olivia Holland Phone: (202) 273-5140	CONUS, AK, HI, PR, PI and Foreign Destinations

VA Traffic Policy Contact and VA Transportation and Relocation (VATLC)

Mr. Daniel Colter, Traffic Manager VA Central Office, OPAL 810 Vermont Avenue, NW, Room 716B Washington, DC 20420	Phone: (202) 461-5511 daniel.colter@va.gov	CONUS, AK, HI, PR, Guam, Caribbean Islands, and PI
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APPENDIX B VA Letter of Intent (LOI) (Example)

VA General Freight Tender of Service Number VA-1

Appendix B

2nd Revised Page 104
Issued: March 9, 2017
Effective: March 9, 2017



Department of Veterans Affairs
General Freight Tender of Service (STOS) Number VA-1
Transportation Agreement VATLC 001-2011 and Letter of Intent

This Letter of Intent is the Transportation Service Provider's (TSP) agreement to abide by the terms and conditions of the Department of Veterans Affairs (VA) General Freight Tender of Service Number VA-1 and reissues thereof as a condition for participation in Department of Veterans Affairs Transportation and Logistics Programs.

This is a request from _____
(TSP Company Name)
to participate in the Department of Veterans Affairs (VA) General Freight Standard Tender of Service VA-1 (STOS) and VA Transportation and Logistics Programs.

As an authorized representative of the TSP, I certify that I have read the STOS and the Federal Management Regulations (FMR) (41 CFR) cited below. The TSP will comply with the provisions of 41 CFR and those contained in the STOS, including its three parts: General Provisions, VA National Rules Tender Number VA-100, and VA Baseline Rate Publication Number VA-1000, effective May 1, 1996, and reissues of these documents. I have also read, and the TSP will comply with, the requirements for filing rate tenders and rate quotations as described in 41 CFR 102-117 and in 41 CFR 102-118. Only active rates from accepted filed rate tenders and rate quotations will apply to shipments.

I certify that the TSP has the operating authority and liability insurance as required by ITEM 1-5 and Section 2 of the VA General Freight Standard Tender of Service Number VA-1.

SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL

DATE

NAME	TITLE	TELEPHONE NUMBER (Include Area Code)
ADDRESS (Include City, State and Zip Code)		FEDERAL TAX ID
		DUNS
VA Transportation and Logistics Center Acceptance and Approval by: Daniel Colter, Traffic Manager		DATE

FL 049-2
MAR 2017

Figure 1 VA Letter of Intent (Example)

APPENDIX C VA Carrier Certification of Eligibility (COE) (Example)

Appendix C

VA General Freight Tender of Service Number VA-1

1st Revised Page 106
Issued: March 9, 2017
Effective: March 9, 2017



Department of Veterans Affairs Transportation Service Provider's (TSP) Certification of Eligibility to Receive Awards of Transportation Services Contracts and to Submit Rate Tenders and Rate Quotations for Transportation Services

This is the Transportation Service Provider's (TSP) certification of eligibility for the award of transportation services contracts and the submission of rate tenders and rate quotations for freight transportation services.

a. By submitting rate tenders to VA, _____ (TSP Company Name) certifies that:

(1) Neither the TSP, nor any of its subsidiaries, officers, directors, principal owner, or principal employees are currently suspended, debarred, or in receipt of a notice of proposed debarment as a result of a civil judgment or criminal conviction for any cause, or has been placed in temporary nonuse status by a tender accepting Federal agency for the routes covered by tenders as of the date of the most current rate tender offer or rate quotation.

(2) 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 suspension or debarment.

b. The following definitions are applicable to this certification.

(1) 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.

(2) A principal owner is an individual or company which owns a controlling interest in the TSP's stock, or an individual who can control, or substantially influence, the TSP's management through the ownership interest of family members or close associates.

(3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct or substantially influence the TSP's performance of its obligations under its contracts for transportation with the Federal Government.

c. 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 in (b) above.

d. The TSP has a continuing obligation to inform the VA office from which a transportation service contract is awarded or a rate tender or rate quotation is submitted of any change in circumstances which results in its ineligibility to receive transportation services contracts or to submit rate tenders or rate quotations for freight transportation services.

e. Presenting an erroneous certification of eligibility or the failure to notify the tender accepting activity 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.

SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL

DATE

NAME	TITLE	TELEPHONE NUMBER (Include Area Code)
ADDRESS (Include City, State and Zip Code)		FEDERAL TAX ID
		DUNS
VA Transportation and Logistics Center Acceptance and Approval by: Daniel Collier, Traffic Manager		DATE

FL 049-3
MAR 2017

Figure 2 VA Certificate of Eligibility (COE) (Example)

APPENDIX D METRIC CONVERSION TABLE

U.S. MEASUREMENT TO METRIC MEASUREMENT

LENGTH

Symbol	When You Know	Multiply By	To Find	Symbol
in	inches	2.54	centimeters	cm
ft	feet	30.48	centimeters	cm
ft	feet	0.3048	meters	m
yd	yard	0.9144	meters	m
mi	miles	1.6093	kilometers	km

MASS (weight)

Symbol	When You Know	Multiply By	To Find	Symbol
oz	ounces	28.35	grams	G
lb	pounds	0.4536	kilograms	Kg
t	short ton (2,000 lbs)	0.9072	metric ton	Mt

VOLUME

Symbol	When You Know	Multiply By	To Find	Symbol
pt	pints	0.473	liters	L
qt	quarts	0.946	liters	L
gal	gallons	3.785	liters	L

To convert U.S. customary units to metric units, multiply by the conversion factor. To convert the metric units to U.S. customary units, divide by the conversion factor.

APPENDIX E VA100A, Uniform Rules Tariff Items Containing Rates

The following items from the VA Uniform Rules Tariff VA100A contain rates. Carriers must indicate in block 17a of the VA FORM 744, Uniform Tender of Rates and/or Charges for Transportation Services EITHER:

- one percentage applied to the line haul charge for each these items. Enter one percentage.

OR

- submit a different percentage for all items individually. Enter a percentage rate or dollar amount for each item.

VA100A Items (Item Number and Title) Containing Rates or Charges:

ITEM 40	PRELODGING
ITEM 100	ARBITRARY APPLICABLE ON IMPORT OR EXPORT TRAFFIC PICKED UP AT OR DELIVERED TO STEAMSHIP WHARVES OR DOCKS
ITEM 200	CHASSIS - OBTAINING OF 19
ITEM 250	CUSTOMS OR IN BOND FREIGHT
ITEM 300	DELIVERY OF FREIGHT BILL PRIOR OR DELIVERY OF SHIPMENT
ITEM 325	DETENTION - VEHICLES WITH POWER UNITS
ITEM 350	DETENTION - VEHICLES WITHOUT POWER UNITS
ITEM 400	DIVERSION - MOTOR TO AIR TRANSPORTATION
ITEM 425	HYDRAULIC LIFT GATE SERVICE
ITEM 450	FORK LIFT SERVICE
ITEM 475*	EXCLUSIVE USE AND CONTROL OF VEHICLE
ITEM 480**	EXPEDITED SERVICE
ITEM 500	EXPORT OR IMPORT SHIPMENT REQUIREMENTS AT THE U.S. - CANADIAN BORDER
ITEM 525	EXTRA LABOR - LOADING OR UNLOADING
ITEM 550	HANDLING FREIGHT AT POSITIONS NOT IMMEDIATELY ADJACENT TO VEHICLE
ITEM 600	LOADING OR UNLOADING - WATERBORNE TRAFFIC - PORT OF BALTIMORE, MD
ITEM 625	MARKING OR TAGGING FREIGHT - CHANGING MARKING OR TAGS

ITEM 675	SINGLE SHIPMENT CHARGE
ITEM 725	NOTIFICATION CHARGE
ITEM 775	OVERDIMENSION FREIGHT
ITEM 776	OVERWEIGHT FREIGHT
ITEM 825	PERMITS, SPECIAL
ITEM 850	PICKUP OR DELIVERY SERVICE
ITEM 855	PICKUP OR DELIVERY SERVICE - AT PRIVATE RESIDENCE
ITEM 860	PICKUP OR DELIVERY SERVICE - SUNDAYS OR HOLIDAYS
ITEM 865	PICKUP OR DELIVERY SERVICE - SATURDAY OR AFTER 5 P.M. ON NORMAL BUSINESS DAYS
ITEM 870	PICKUPS OR DELIVERIES - ADDITIONAL
ITEM 875	PICKUPS OR DELIVERY SERVICE - NEW YORK HARBOR AND PORT NEWARK, NJ
ITEM 925	RECONSIGNMENT
ITEM 950	REDELIVERY
ITEM 1010**	SORTING OR SEGREGATING SERVICE AND CHARGES
ITEM 1025**	SERVICES - SIGNATURE AND TALLY RECORD SERVICE (STR)
ITEM 1030**	SERVICES - CONSTANT SURVEILLANCE SERVICE (CSS)
ITEM 1035**	SERVICES - DUAL DRIVER PROTECTIVE SERVICE (DDPS)
ITEM 1040**	SERVICES - DUAL DRIVER SERVICE
ITEM 1050	SPECIAL SERVICE - SECURITY CHECK BY CONSIGNOR
ITEM 1075	STOPOFFS - TO COMPLETE LOADING FOR PARTIAL UNLOADING, PARAGRAPHS (B) AND (F)
ITEM 1100	STORAGE
ITEM 1175	TRANSFER OF LADING
ITEM 1225	VEHICLE FURNISHED BUT NOT USED
ITEM 1250	WEIGHT - VERIFICATION
ITEM 1275	WEIGHTS - GROSS WEIGHT - CHARGES ON GROSS WEIGHT
*	Only applicable to the stated charge in ITEM 475, Section 2, Paragraph (6) (b).
**	Percentages are not required for these ITEMS. Please see ITEM 60 SPECIALIZED SERVICES in the VA No. VA-100. These are items not normally required by VA.

APPENDIX F Definitions, Explanation of Terms, and References

Definitions

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

Air Bill – a Waybill or Bill of Lading specifically for transportation by air freight.

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.

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).

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 particular goods 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.

Bill-To Party – is the Government Agency location named in the waybill, bill of lading, invoice, as the party to whom the bill must be sent for payment. It may or may not be that party that is receiving the goods or services.

Boxcar – The term "boxcar" encompasses all cars with AAR car types codes beginning with A, B, L4, or S, as described in the STB R. E. R. 6413 (Official Railway Equipment Register).

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 – Monday through Friday from 8:00 a.m. to 5:00 p.m. weekends and official Government holidays are excluded.

Calendar Days – Consecutive days including weekends and holidays.

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 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. Any of several different vehicles (water TSP, tanker, railcar, tank truck, etc.) used to move petroleum products.

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 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 in addition to all other lawfully owed transportation charges.

Diversion – Service offered by a TSP that allows a consignor to divert an in-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.

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

eBILL – Functionality in the currently authorized Third Party Payment System (3PPS) that is used to request a debit (from a shipper to a TSP) or a credit (from a TSP to a shipper). An eBill is commonly used to reconcile or adjust shipment payment amounts for shipments that have already been approved.

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.

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. The FMCSA was established as a separate administration within the U.S. Department of Transportation (DOT) on January 1, 2000, pursuant to the Motor Carrier Safety Improvement Act of 1999. FMCSA is headquartered in Washington, DC and employs more than 1,000 people in all 50 States and the District of Columbia, all dedicated to improving the safety of commercial motor vehicles (CMV) and saving lives.
<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 which is included in the Line Haul charge by the TSP to load, stow, and secure the general cargo to the vessel and to unload the general cargo and accompanying material from the barge. Any additional time required beyond the Free Time may be additionally charged as detention or demurrage.

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

Freight All Kinds (FAK) – See definition in [par. 1.2](#).

Freight Forwarder (Air) – Also known as an indirect cargo air TSP. Defined in 14 CFR § 296.3 as any U.S. 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 USC 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.

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.

<https://www.gsa.gov/buying-selling/products-services/transportation-logistics-services/transportation-audits>

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, Parts 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 Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Columbus Day, Thanksgiving Day, and Christmas Day. Subject to change.

IATA – abbreviation for the International Air Transport Association.

ICAO – abbreviation for the International Civil Aviation Organization.

In Bond — A shipment that has not cleared U.S. Customs.

In Transit Visibility – 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.

Internal – Vessel movements (origin and destination) that take place solely on inland waterways. An inland waterway is one geographically located within the boundaries of the contiguous 48 states or within the boundaries of the State of Alaska.

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.

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 – The term multi-modal service may be used interchangeably with intermodal service. 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.

Next Day AM – this service provides for next business day delivery, by noon for all shipments picked up the previous day before 5:01PM. Shipments picked up on Friday will be delivered Monday unless Saturday service is requested in the special instructions on the Waybill and accepted by the Transportation Service Provider.

Next Day PM – this service provides for next business day delivery, by 5:00 PM for all shipments picked up the previous day before 5:01 PM. Shipments picked up on Friday will be delivered Monday.

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 RFO is a nonresponsive tender.

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

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

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

Party or Parties – shall be used to refer to the Shipper, Consignee, or Bill to party.

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.

Prepaid Shipment – a shipment in which freight and other charges are to be paid by the Shipper.

Property Damage – Damage caused by a VA approved TSP or TSP agent to VA or Agency real property, including rental property, or grounds associated with the property.

Ramp-to-Ramp Service – Occurs when an empty vehicle is delivered to the TSP; when a loaded vehicle with billing instructions is delivered to the TSP; or forwarding instructions are given to the TSP with proper billing instructions.

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 VA TO-1 and the RFO 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.

Same Day Next Flight Out Delivery – expedited, time definite delivery usually accomplished the day of the shipment pickup or the morning of the next business day. Special charges for pickup, delivery and line-haul will apply.

Second Day – this service provides for second business day delivery, by 5:00 PM. Second day shipments picked up on a Friday will be delivered by 5:00 PM Tuesday.

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.

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 (3PPS) – 3PPS is an electronic freight transaction tracking and payment system and is mandatory for TSPs conducting business with VA.

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) – See the definition in [Par. 1.2](#)

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)).

References and Websites

18 USC 1001 CRIMES AND CRIMINAL PROCEDURE, Part 1, Crimes, Chapter 47 Fraud and False Statements (41 CFR § 102-117.195.) – <https://uscode.house.gov/view.xhtml?req=granuleid%3AUSC-prelim-title18-chapter47&edition=prelim>. Within this section it describes in § 102-117.195 the time limits for filing a claim. Refer to part 102–118 of this chapter for more information and the time limit tables.

41 CFR § 102-117 Transportation Management -- Full text can be found at <http://www.archives.gov/federal-register/cfr/subject-title-41.html>.

Transportation Payment and Audit information can be found in § 102-118
<https://www.govinfo.gov/app/details/CFR-2001-title41-vol3/CFR-2001-title41-vol3-part102-id666>.

Title 49 Code of Federal Regulations (49 CFR). Transportation Regulations – can be found at this link
https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title49/49tab_02.tpl.

Title 49 CFR, Parts 171-180, Carriage by Public Highway -- contains the regulation for hazardous material shipment on highways. <https://www.govinfo.gov/content/pkg/CFR-2012-title49-vol2/xml/CFR-2012-title49-vol2-subtitleB-chapI-subchapC.xml> - Compliance and training for HAZMAT air freight can be found at <https://www.ecfr.gov/cgi-bin/text-idx?SID=a742d8f407fdf44883c4633460f56150&mc=true&node=pt49.2.175&rgn=div5>.

49 CFR § Part 1005 Loss or Damage Claims PART 1005—PRINCIPLES AND PRACTICES FOR THE INVESTIGATION AND VOLUNTARY DISPOSITION OF LOSS AND DAMAGE CLAIMS AND PROCESSING SALVAGE – information can be found here <https://www.govinfo.gov/app/details/CFR-2011-title49-vol8/CFR-2011-title49-vol8-part1005>.

Department of Transportation's Emergency Response Guidebook – is a guidebook for first responders during the initial phase of a dangerous goods/hazardous materials transportation incident is Joint publication DOT, Transport Canada and Mexico Transportation Authority. <https://www.phmsa.dot.gov/hazmat/erg/emergency-response-guidebook-erg>

Environmental Protect Agency SmartWay Program -- SmartWay is a public/private collaboration between the USEPA and the freight transportation industry that helps freight shippers, carriers, and logistics companies improve fuel-efficiency and save money. <http://www.epa.gov/smartway/>.

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. <http://www.nmfta.org/Home/Index>.

Transportation Security Administration (TSA) Indirect Air Carrier (IAC) Certificate -- Information on obtaining a TSA IAC Certificate can be found at: <https://iac.tsa.dhs.gov/iac/>.