

Best Value Scoring

Best Value Scoring (BVS) is used to distribute shipments to TSPs. TSPs will receive Best Value Scores based on two factors: performance and rates. Performance will be measured using the scores from the TSPs Customer Satisfaction Surveys (CSS) and their Claims scores. Each TSPs rates will be given a score based on their rate as compared to the other TSPs in each specific market. The BVS for each TSP, in each channel, is the basis for shipment award and includes calculations of TSP performance scores, claims scores, and rate scores.

Best Value Scoring in the Defense Personal Property System

The section is to introduce the concept of Best Value Scoring (BVS) to the Department of Defense Personal Property community, and to explain how the Defense Personal Property System (DPS) calculates Best Value Scores for Transportation Service Providers (TSPs).

At the heart of the Surface Deployment and Distribution Commands (SDDC) DP3 program is the use of best value to distribute shipments to TSPs that handle personal property moves for Military Service members and their families. TSPs will receive Best Value Scores based on two factors: performance and rates. Performance will be measured using the scores from the TSPs Customer Satisfaction Surveys (CSS) and their Claims scores. Each TSPs rates will be given a score based on their rate as compared to the other TSPs in each specific market.

Best Value Scoring Methodology

The Best Value Score is calculated using a 100 percent base, where 70 percent of the score is comprised of the TSPs Performance score and 30 percent of the score is comprised of the TSPs Rate Score.

Rate Score: The Rate Score is 30 percent of the total Best Value Score. While the Performance Score is calculated based on the shipment market, the TSPs rate score is calculated for each and every rate filed, based on channel and code of service. The domestic program rates are based on the commercial tariff for both Interstate and Intrastate moves. The international program has iHHG rates for shipment codes 3, 4, 5, 6, and T, and iUB rates for shipment codes 7, 8, and J. Rate Scores are established for every code of service in every channel for all markets.

Performance Score: The Performance Score is worth 70% of the Best Value Score and is based on two criteria:

Customer Satisfaction Survey Score (CSSS): The CSSS is 50 percent of the total Best Value Score. For TSPs and shipment categories with statistically valid survey results, DPS will calculate the raw performance score by determining the average survey score. This includes first determining if there are a required number of surveys for each TSP in each applicable market. If yes, DPS will calculate raw performance score by summing the survey scores for each TSP in each market and dividing by the number of surveys in each market. The resultant average survey score is the raw performance score.

Claims Score (CS): The CS is the second source of data that will be used in determining the performance portion of each TSPs Best Value Score and is 20 percent of the total Best Value Score. SDDC recognize that resolving claims is important for both Service Members and the Military. Customers moving under the DOD program will be counseled on the importance of completing their claim in DPS, should the need to file a claim arise as a result of any personal property shipment. SDDC envisions traffic distribution under the DP3 program as a Best Value distribution process based on a balanced measure of the characteristics required by the Service Members, the military Services, and the Military Claims Offices.

Best Value Score Calculation

Best Value Score = 70 points Performance Score (50 points Customer Satisfaction Survey Score + 20 points Claims Score) + 30 points Rate Score

How DPS Awards Shipments

DPS distributes shipments at the channel/code of service level, in a cascading rotation favoring distribution of traffic to channels in the higher quality bands based on their BVS. TSPs serving a particular channel, receive a pre-established number of allotted shipments per rotation depending on its Quality Band assigned. Shipment awards are then made to TSPs within one Quality Band at a time (i.e. until all TSPs have received their full allotment of shipments for the current rotation). DPS does however; permit the normal allotment of shipments to be overridden when:

A DoD Customer specifies that a particular TSP is preferred or non-preferred during Counseling; in which case, the responsible Personal Property Shipping Office (PPSO) can (but is not obligated to) assign the shipments to a different eligible TSP within the same quality band via DPS Shipment Management.

A TSP that would otherwise be awarded a shipment has indicated in their DPS black out schedule (maintained in DPS Shipment Management) that they will not accept shipments on the associated required pickup date. In this case, the shipment is awarded to the next TSP in the rotation. TSPs that are blacked out lose all remaining allotments in a rotation when DPS begins awarding shipments to TSPs in the next quality band.

A TSP refuses a shipment; in which case, the shipment is awarded to the next TSP in the rotation.