

Appendix A: Transition & Phase-In Phase-Out Plan

A.1. Contractor Transition Plan. The Contractor shall accommodate Government requested shifts to Volume Phase-In periods such that significant volume phase-in does not occur during peak relocation season (15 May through 30 September).

A.2. Transition Period (4 March 2022 through 23 March 2022; 3 November 2022 through 30 September 2023).

A.2.1. Personnel Administration (PWS 1.2.1.). The Contractor shall be operational in accordance with (IAW) the Phase-In volume for relocation services as outlined in paragraph A.3. : “Volume Phase-In Period.”

A.2.2. Information Systems (PWS 1.2.2. and all sub-paragraphs).

A.2.2.1. Order Acceptance. The Contractor’s Information Technology (IT) system shall be fully integrated with applicable Government managed IT system and able to accept task orders not later than (NLT) contract base period year one (1) start date; This requirement is based on successful testing completed no later than 30 days prior to the contract base period year one (1) start date. System testing for this capability will be available within 60 days of contract award date.

A.2.2.2. Invoicing. The Contractor’s invoicing system shall be fully integrated with Government managed invoicing system and able to process invoices for payment NLT contract base period year one (1) start date; this requirement is based on successful testing completed no later than 30 days prior to the contract base period year one (1) start date. System testing for this capability will be available within 60 days of contract award date.

A.2.2.3. Shipment Management. The Contractor’s IT system shall be able to execute an end-to-end, origin to destination Household Goods (HHG), Unaccompanied Baggage (UB) and Storage-In-Transit (SIT) moves, NLT the contract base period year one (1) start date; this requirement is based on successful testing completed no later than 30 days prior to the contract base period year one (1) start date. System testing for this capability will be available on contract award date.

A.2.2.4. System Development or Reconfiguration of Existing IT System. The Contractor’s IT systems shall be able to securely handle processing of required shipments NLT contract base period year one (1) start date.

A.2.2.4.1. Government Security Posture Audit (Pre-Launch). The Contractor shall cooperate with Government Engineers as they review the IT system hosting and deployment architecture to ensure commercial best practices are followed to build a secure IT system and mitigate risk where needed.

A.2.2.4.2. Independent Security Review (Pre-Launch). The Contractor shall use an independent security firm to review the IT system architecture and operational security practices. The Contractor shall run simulations of nation-state level threats to build-out and exercise the incident response plan as it is developed in compliance with DFARS 252.204-

7012, Safeguarding Covered Defense Information and Cyber Incident Reporting. The results of these tests and corresponding entries in the incident response place shall be memorialized in a transition plan checklist.

A.2.2.4.3. Government Pen Testing (Pre-Launch). The Contractor shall cooperate with and respond to Government approved/conducted penetration testing. Government hackers will use all methods available, including social engineering, to test IT system and company defenses, as well as the company's incident response processes established for compliance with DFARS 252.204-7012. The results of these efforts will be shared with the Contractor and vulnerabilities shall be remediated prior to launch.

A.2.2.3. Training of Government Personnel. The Contractor shall complete required training for Government personnel to utilize the Contractor's IT system NLT 45 days prior to contract base period year one (1) start date.

A.2.3. Customer Support (PWS 1.2.3.). The Contractor's Customer Support capability shall be fully operational and capable of providing global 24-hour, 7-day per week support IAW the Phase-In volume for relocation services as outlined in A.3.

A.2.4. Assurance & Process Improvement (PWS 1.2.4). The Contractor shall be operational IAW the Phase-In volume for relocation services as outlined in A.3.

A.2.5. Pre-Move Services (PWS 1.2.5 and all sub-paragraphs). The Contractor shall be operational IAW the Phase-In volume for relocation services as outlined in A.3.

A.2.6. Physical Move (PWS 1.2.6 and all sub-paragraphs). The Contractor shall be operational IAW the Phase-In volume for relocation services as outlined in A.3.

A.2.7. Post-Move Services (PWS 1.2.7.). The Contractor shall be operational IAW the Phase-In volume for relocation services as outlined in A.3.

A.2.8. Reports/Notifications (PWS 1.2.8.).

A.2.8.1. Transition Reports. Transition Reports shall be submitted to the Contracting Officer monthly, commencing one month after award through May 2023, and twice a month for the final three months of transition. All transition reports shall detail the Contractor's progress toward accomplishing the tasks necessary to begin performance on the date specified in para A.1. Transition reports shall specifically address in detail progress in the following:

A.2.8.1.1. Contractor IT system and Government IT system interfaces.

A.2.8.1.2. Contractor invoicing system and Government invoice system interfaces.

A.2.8.1.3. Contractor's IT systems' ability to securely handle processing of required shipments NLT contract base period year one (1) start date.

A.2.8.1.4. Service Areas. - Service Areas listed in Attachment 2, Pricing Rate Table the Contractor is ready to assume as outlined below in the phase-in plan.

A.2.8.1.5. Storage services and facilities – Number of storage facilities and available storage volume.

A.2.8.1.6. Customer Support Capability – Customer Service support staff in place to manage customer support requirements (calls, emails, technical support, etc.), schedule appointments, and respond to inquiries.

A.2.8.2. Weekly Transition Tele-conference. The Contractor shall coordinate and conduct weekly calls with the Government for the duration of the scheduled Transition and Volume Phase In periods or until the Contracting Officer provides alternate direction. The Contractor shall appoint a primary and secondary point of contact to address questions and issues. The Contractor shall notify the Contracting Officer within one government business day of discovering any issues which would impact the Transition schedule/plan.

A.2.8.3. To facilitate the connection to the government IT system, the contractor shall coordinate and participate in weekly technical exchange meetings with the IT system developer and government to plan, test, and implement the needed connection and data exchange between their system and the government IT system to support on-boarding and invoicing capabilities.

A.3. Volume Phase-In Period (Start Date: 1 October 2023). The Government intends to transfer responsibility for complete, global HHG relocation services IAW the phased approach outlined below. The Contractor shall be operational and able to begin performance NLT the specified timelines.

NOTE: “International” denotes shipments moving between Continental U.S. (CONUS) and Outside Continental U.S. (OCONUS) locations, as well as shipments moving between OCONUS to OCONUS locations. CONUS to CONUS and CONUS to OCONUS Phase-In includes pickup out of NTS and Storage-in Transit (SIT) as well as pickup to put into NTS and SIT.

Base Period – Phase In	
1 Oct 2023	(b) (4) of all Domestic Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b based on FY2018 Historical Data included in Attachment 10 for CONUS to CONUS HHG and SIT
1 Nov 2023	(b) (4) of all Domestic Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b based on FY2018 Historical Data included in Attachment 10 for CONUS to CONUS HHG and SIT
1 Dec 2023	(b) (4) of all Domestic Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b based on FY2018 Historical Data included in Attachment 10 for CONUS to CONUS HHG and SIT
1 Jan 2024	(b) (4) Domestic Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b for CONUS to CONUS HHG and SIT & (including UB to & from Alaska)
1 Feb 2024	(b) (4) HHG, UB and SIT; CONUS to & from Hawaii and Canada

Base Period— Phase In	
1 Mar 2024	(b) (4) of all International Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b based on FY2018 Historical Data included in Attachment 10 for International HHG, UB, and SIT
1 Apr 2024	(b) (4) of all International Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b based on FY2018 Historical Data included in Attachment 10 for HHG, UB, and SIT
1 May 2024	(b) (4) of all International Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b based on FY2018 Historical Data included in Attachment 10 for HHG, UB, and SIT
1 June 2024	(b) (4) International Service Areas listed in Attachment 2, Pricing Rate Table, Tab 1b based on FY2018 Historical Data included in Attachment 10 for HHG, UB, and SIT (including locations previously defined as one time only areas).

A.3.1. Direct Procurement Method (DPM) Phase-In. In addition to the Domestic and International volume phase-in described above, the Government intends to transfer responsibility to the Contractor for shipment volume currently covered by various worldwide DPM contracts. The dates below represent estimated dates upon which the DPM contracts cease at each location. The Government will identify revised GHC Phase-In Dates for DPM locations in a forthcoming modification.

DPM Location	Country (& State)	GHC Phase-In Date
Monterey, San Benito, Santa Cruz	US - California	4/1/2023
Fort Stewart	US - Georgia	4/1/2023
New Orleans	US - Louisiana	4/1/2023
Fallon	US - Nevada	4/1/2023
Fort Hamilton	US - New York	4/1/2023
Philadelphia	US - Pennsylvania	4/1/2023
Fort Jackson	US – South Carolina	4/1/2023
Fairchild	US - Washington	4/1/2023
San Diego / El Centro	US - California	5/1/2023
Goodfellow AFB	US - Texas	5/1/2023
Joint Base Lewis–McChord	US - Washington	5/1/2023
Fort Leonard Wood	US - Missouri	6/1/2023
White Sands Missile Range	US - New Mexico	8/1/2023
Fort Irwin	US - California	9/1/2022
Mountain Home AFB	US - Idaho	9/1/2022

DPM Location	Country (& State)	GHC Phase-In Date
Detroit Arsenal	US - Michigan	9/1/2022
Malmstrom AFB	US - Montana	9/1/2022
Kirtland AFB	US - New Mexico	9/1/2022
West Point	US - New York	9/1/2022
Camp Lejeune	US - North Carolina	9/1/2022
Shaw AFB	US - South Carolina	9/1/2022
Fort Rucker	US - Alabama	10/1/2022
LRC Redstone Arsenal	US - Alabama	8/1/2023
Camp Pendleton	US - California	11/1/2022
MCAS Miramar	US - California	11/1/2022
Moody AFB	US - Georgia	11/1/2022
Columbus AFB	US - Mississippi	11/1/2022
Beaufort (Parris Island)	US - South Carolina	11/1/2022
Hill AFB	US - Utah	11/1/2022
Davis Monthan AFB	US - Arizona	12/1/2022
LRC Fort Huachuca	US - Arizona	12/1/2022
Luke AFB	US - Arizona	12/1/2022
Little Rock AFB	US - Arkansas	12/1/2022
Marine Corps Air Ground Combat Center (MCAGCC) 29 Palms	US - California	12/1/2022
Travis AFB	US - California	12/1/2022
Fort Benning	US - Georgia	12/1/2022
Rock Island Arsenal	US - Illinois	12/1/2022
Fort Campbell	US - Kentucky	12/1/2022
Meridian	US - Mississippi	12/1/2022
Fort Sill	US - Oklahoma	12/1/2022
Corpus Christi	US - Texas	12/1/2022
Fort Bliss	US - Texas	12/1/2022
Fort Hood	US - Texas	12/1/2022
Fort Lee	US - Virginia	12/1/2022
NAVSUP FLC - Puget Sound	US - Washington	12/1/2022
Laughlin AFB	US - Texas	12/1/2022
FLC Bahrain	Bahrain	12/1/2022
405th AFSB	Germany - Kaiserslautern	12/1/2022
Guam	Guam	12/1/2022

DPM Location	Country (& State)	GHC Phase-In Date
NAS Sigonella	Italy	12/1/2022
Naples	Italy	12/1/2022
FLC Yokosuka	Japan	12/1/2022
Iwakuni	Japan	12/1/2022
Okinawa	Japan	12/1/2022
LRC Fort Buchanan	Puerto Rico	12/1/2022
LRC - Humphreys	South Korea	12/1/2022
Peterson AFB	US - Colorado	1/1/2023
Dyess AFB	US - Texas	1/1/2023
Camp Casey	South Korea	1/1/2023
Maxwell AFB	US - Alabama	2/1/2023
Vandenberg AFB	US - California	2/1/2023
Buckley AFB	US - Colorado	2/1/2023
Eglin AFB	US - Florida	2/1/2023
Jacksonville	US - Florida	2/1/2023
MacDill AFB	US - Florida	2/1/2023
Patrick AFB	US - Florida	2/1/2023
Pensacola	US - Florida	2/1/2023
Tyndall AFB	US - Florida	2/1/2023
Great Lakes	US - Illinois	2/1/2023
Great Lakes - Crane	US - Indiana	2/1/2023
McConnell AFB	US - Kansas	2/1/2023
Barksdale AFB	US - Louisiana	2/1/2023
Fort Polk	US - Louisiana	2/1/2023
Annapolis	US - Maryland	2/1/2023
Pax River	US - Maryland	2/1/2023
Keesler AFB	US - Mississippi	2/1/2023
Whiteman AFB	US - Missouri	2/1/2023
Nellis AFB	US - Nevada	2/1/2023
Holloman AFB	US - New Mexico	2/1/2023
Minot AFB	US - North Dakota	2/1/2023
Wright Patterson AFB	US - Ohio	2/1/2023
Tinker AFB	US - Oklahoma	2/1/2023
Ellsworth AFB	US - South Dakota	2/1/2023
Ellington Field	US - Texas	2/1/2023

DPM Location	Country (& State)	GHC Phase-In Date
Joint Base San Antonio	US - Texas	2/1/2023
NAS Corpus Christi	US - Texas	2/1/2023
Langley AFB	US - Virginia	2/1/2023
Fort McCoy	US - Wisconsin	2/1/2023
Great Lakes	US - Wisconsin	2/1/2023
Fort Wainwright	US - Alaska	3/1/2023
Edwards AFB	US - California	3/1/2023
Orange County	US - California	3/1/2023
Ventura County	US - California	3/1/2023
Dover AFB	US - Delaware	3/1/2023
Key West	US - Florida	3/1/2023
NAS Jacksonville	US - Florida	3/1/2023
Fort Gordon	US - Georgia	3/1/2023
MCLB Albany	US - Georgia	3/1/2023
Scott AFB	US - Illinois	3/1/2023
Fort Leavenworth	US - Kansas	3/1/2023
Fort Riley	US - Kansas	3/1/2023
Fort Knox	US - Kentucky	3/1/2023
Hanscom AFB	US - Massachusetts	3/1/2023
JPPSO-MA/NW	US - Massachusetts	3/1/2023
Cannon AFB	US - New Mexico	3/1/2023
Fort Drum	US - New York	3/1/2023
Fort Bragg	US - North Carolina	3/1/2023
MCAS Cherry Point	US - North Carolina	3/1/2023
Seymour Johnson AFB	US - North Carolina	3/1/2023
Altus AFB	US - Oklahoma	3/1/2023
McAlester Army Ammunition Plant	US - Oklahoma	3/1/2023
ACC-APG Tobyhanna Division	US - Pennsylvania	3/1/2023
Fort Worth	US - Texas	3/1/2023
Hampton Roads	US - Virginia	3/1/2023
F.E. Warren AFB	US - Wyoming	3/1/2023
JPPSO Hawaii	US - Hawaii	4/1/2023
Sasebo	Japan	6/1/2023
Yongsan	South Korea	4/1/2023
LRC Daegu	South Korea	5/1/2023

DPM Location	Country (& State)	GHC Phase-In Date
Naval Station ROTA	Spain	10/1/2023
Souda Bay	Greece	11/1/2023

A.4. Volume Phase-Out Period (Starting 12 Months Prior to Contract Expiration). As directed by the Contracting Officer, the Contractor shall cooperate with the Government and/or any successor Contractor in transition of operational capabilities IAW the phased approach and associated timelines identified below. This information represents an estimate of the contract requirement volume the Government will transition to a successor contractor during the specified phase-out period:

Contract Phase-Out Period (Starting 12 Months Prior to Contract Expiration)	
Quarter 1	25% of contract requirement volume
Quarter 2	50% of contract requirement volume
Quarter 3	75% of contract requirement volume
Quarter 4	100% of contract requirement volume

A.4.1. Phase-out Procedures. Not less than 90 days before contract expiration, the Contractor shall coordinate the following phase-out procedures with the Contracting Officer Representative (COR) and Contracting Officer.

A.4.1.1 Communications. The incumbent Contractor shall conduct weekly phase-out calls with the successor Contractor and the Government for the duration of the scheduled phase-out period or until the Contracting Officer provides alternate direction. The Contractor shall appoint a primary and secondary point of contact to address phase-out questions and issues. The Contractor shall notify the Contracting Officer within one (1) government business day of discovering any issues that would impact the phase-out schedule/plan.

A.4.1.2 Information Systems. The Contractor shall ensure IT systems remain operational and accessible to the Government until all shipments have reached destination, converted to member's expense or transferred to another authorized party, all data has been transferred to a successor contractor and final certification of all invoices has occurred.

A.4.1.3 Files. The Contractor shall transfer all files (electronic and/or paper) to a successor Contractor as mutually agreed upon between both parties and the Contracting Officer. The Contractor shall provide electronic data files to a successor Contractor for incorporation into a follow-on system. The Contractor shall transfer all paper and electronic files for the past 10 years to the successor Contractor for incorporation into their database no later than contract commencement.