

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
11 Laurier St./11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Title - Sujet MOVING SERVICES	
Solicitation No. - N° de l'invitation EN578-131825/A	Date 2013-04-03
Client Reference No. - N° de référence du client 20131825	GETS Ref. No. - N° de réf. de SEAG PW-\$\$ZL-109-25882
File No. - N° de dossier 109zL.EN578-131825	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-04-30	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Pyett, David	Buyer Id - Id de l'acheteur 101zl
Telephone No. - N° de téléphone (819) 956-8500 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA NATIONAL CAPITAL AREA (GATINEAU) 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Issuing Office - Bureau de distribution
Special Projects/Projets Spéciaux
11 Laurier St./11, rue Laurier
Place du Portage/, Phase III
Floor 10C1/Étage 10C1
Gatineau
Québec
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PART 1 - GENERAL INFORMATION

1.0 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation ;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments include Pricing Schedule, Technical Criteria, and Certifications Precedent to Contract Award.

The Annexes include the Statement of Work, Basis of Payment, Quality Control Inspection Program, Service Failures, Replacement Cost Protection, Quality Assurance Program and Glossary.

2.0 Summary

The Department of National Defence (DND), Royal Canadian Mounted Police (RCMP), and Public Works and Government Services Canada (PWGSC) representing federal government departments, agencies and Crown corporations requires on an "as and when requested" basis, the physical movement of the personal household goods and effects (HG&E) and personal motor vehicles (PMV) of federal government employees (herein referred to as the shipper) between the service area of Continental North America and overseas. The services in support of the movement of HG&E include the following phases: pre-move consultation, packing, loading, scaling, transportation, storage-in-transit, unloading, unpacking, replacement cost protection (insurance), and claims settlement services.

The period of any resulting contract shall be from 01 November 2013 to 31 October 2016 with an irrevocable option on the part of Canada to extend the period of the contracts by up to three additional one year options.

This requirement is limited to Canadian goods and/or services (prime contractor).

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3.0 Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1.0 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2012-11-19), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred twenty (120) calendar days.

2.0 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation. Bids transmitted to PWGSC by electronic mail will not be accepted.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

3.0 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than fifteen (15) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4.0 Applicable Laws

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Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

5.0 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

1.0 Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies and 1 soft copy on CD);
Section II: Financial Bid (2 hard copies and 1 soft copy on CD); and
Section III: Certifications(2 hard copies).

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the Financial Bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper; and
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement

(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>).

To assist Canada in reaching its objectives, bidders are encouraged to :

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour

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printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

- 1.1 Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) must be shown separately, as applicable.
- 1.2 Bidders must submit their rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and GST or HST excluded.
- 1.3 When preparing their financial bid, bidders should review the basis of payment in Annex B and clause 1.2, Financial Evaluation, of Part 4.
- 1.4 Bidders should include the following information in their financial bid:
 1. Their legal name;
 2. Their Procurement Business Number (PBN); and
 3. The name of the contact person (including this person's mailing address, phone and facsimile numbers and e-mail address) authorized by the Bidder to enter into communications with Canada with regards to:
 - i. their bid; and
 - ii. any contract that may result from their bid.
- 1.5 SACC Manual Clauses
C3011T(2010-01-11), Exchange Rate Fluctuation

Section III: Certifications

In Section III, Bidders should include the certifications required under Part 5.

ATTACHMENT 1 to PART 3 PRICING SCHEDULE

- 1.0 The Bidder shall provide firm all inclusive rates applicable for years one and two (1 November 2013 to 31 October 2015) of any Resulting Contract as indicated below.
- 2.0 The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

NOTE: An electronic version of the following tables is available in MS Word from the Contracting Authority named in Part 7 - Resulting Contract, paragraph 4.1.

WESTBOUND

1.A Liftvans

Table 1			Bidder's Origin and Destination Price		
FROM ZONE 6 TO	No. Of Moves	Weight (lbs)	Rate Per CWT OS*	Rate Per CWT DS**	Total
Zone 1	1	1,000			
Zone 2	1	1,000			
Zone 3	1	2,709			
Zone 4	1	1,000			
Zone 5	1	1,000			
Total Bid Price					

* Origin Services

** Destination Services

Table 2			Bidder's Origin and Destination Price		
FROM ZONE 7 TO	No. Of Moves	Weight (lbs)	Rate Per CWT OS	Rate Per CWT DS	Total
Zone 1	1	1,000			
Zone 2	1	1,600			
Zone 3	1	1,000			
Zone 4	1	1,000			
Zone 5	1	1,000			
Total Bid Price					

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1.B Loose Loads

Table 1			Bidder's Origin and Destination Price		
FROM ZONE 6 TO	No. Of Moves	Weight (lbs)	Rate Per CWT OS	Rate Per CWT DS	Total
Zone 1	5	49,713			
Zone 2	16	216,163			
Zone 3	110	1,050,160			
Zone 4	19	19,656			
Zone 5	2	23,398			
Total Bid Price					

Table 2			Bidder's Origin and Destination Price		
FROM ZONE 7 TO	No. Of Moves	Weight (lbs)	Rate Per CWT OS	Rate Per CWT DS	Total
Zone 1	1	6,967			
Zone 2	1	14,520			
Zone 3	11	118,701			
Zone 4	1	1,000			
Zone 5	1	1,000			
Total Bid Price					

1.C Sea Shipments From Locations Not Otherwise Specified

Table 1 - Lift Vans			Bidder's Destination Price	
TO	No. of Moves	Weight (LB)	Rate Per CWT DS	Total
Zone 1	1	1,000		
Zone 2	1	1,377		
Zone 3	3	13,087		
Zone 4	1	6,640		
Zone 5	1	1,000		
Zone 6	1	1,500		
Zone 7	1	1,000		
Total Bid Price				

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Table 2 Loose Loads

TO	No. of Moves	Weight (LB)	Bidder's Destination Price	
			Rate Per CWT DS	Total
Zone 1	7	35,214		
Zone 2	4	17,075		
Zone 3	43	249,932		
Zone 4	7	47,672		
Zone 5	1	1,000		
Zone 6	3	32,165		
Zone 7	1	12,130		
Total Bid Price				

1.D Vehicle Shipments From UK, Continental Europe

Table 1: Door to Door, All Inclusive Rates:

TO	FROM ZONE 6						Total
	Class I	Rate	Class II	Rate	Class III	Rate	
Zone 1	19		2		1		
Zone 2	30		4		1		
Zone 3	50		26		1		
Zone 4	17		1		1		
Zone 5	2		1		1		
Total Bid Price							

Table 2

TO	FROM Zone 7						Total
	Class I	Rate	Class II	Rate	Class III	Rate	
Zone 1	2		1		1		
Zone 2	1		1		1		
Zone 3	6		3		1		
Zone 4	1		1		1		
Zone 5	1		1		1		
Total Bid Price							

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**EASTBOUND
2.A Liftvans**

Table 1			Bidder's Origin and Destination Price		
TO ZONE 6 FROM	No. Of Moves	Weight (lbs)	Rate Per CWT OS	Rate Per CWT DS	Total
Zone 1	1	1,000			
Zone 2	1	1,000			
Zone 3	1	243			
Zone 4	1	1,160			
Zone 5	1	1,000			
Total Bid Price					

Table 2			Bidder's Origin and Destination Price		
TO ZONE 7 FROM	No. Of Moves	Weight (lbs)	Rate Per CWT OS	Rate Per CWT DS	Total
Zone 1	1	1,000			
Zone 2	1	1,000			
Zone 3	1	1,255			
Zone 4	1	1,000			
Zone 5	1	1,000			
Total Bid Price					

2.B Loose Loads

Table 1			Bidder's Origin and Destination Price		
TO ZONE 6 FROM	No. Of Moves	Weight (lbs)	Rate Per CWT OS	Rate Per CWT DS	Total
Zone 1	6	51,478			
Zone 2	19	154,598			
Zone 3	91	635,800			
Zone 4	12	88,417			
Zone 5	2	17,820			
Total Bid Price					

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Table 2			Bidder's Origin and Destination Price		
TO ZONE 7 FROM	No. Of Moves	Weight (lbs)	Rate Per CWT OS	Rate Per CWT DS	Total
Zone 1	1	11,222			
Zone 2	1	4,608			
Zone 3	6	30,368			
Zone 4	2	16,760			
Zone 5	1	1,000			
Total Bid Price					

2.C Sea Shipments To Locations Not Otherwise Specified

Table 1 - Lift Vans			Bidder's Origin Price	
FROM	No. of Moves	Weight (LB)	Rate Per CWT OS	Total
Zone 1	1	1,000		
Zone 2	1	7,020		
Zone 3	1	1,083		
Zone 4	1	1,000		
Zone 5	1	1,000		
Zone 6	1	800		
Zone 7	1	600		
Total Bid Price				

Table 2 - Loose Loads			Bidder's Origin Price	
FROM	No. of Moves	Weight (LB)	Rate Per CWT OS	Total
Zone 1	2	6,774		
Zone 2	14	62,888		
Zone 3	38	145,867		
Zone 4	6	22,740		
Zone 5	1	1,000		
Zone 6	5	26,880		
Zone 7	1	12,560		
Total Bid Price				

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2.D Vehicle Shipments To UK, Continental Europe**Table 1: Door to Door, All Inclusive Rates:**

FROM	TO Zone 6						Total
	Class I	Rate	Class II	Rate	Class III	Rate	
Zone 1	8		2		1		
Zone 2	25		4		1		
Zone 3	46		5		1		
Zone 4	18		1		1		
Zone 5	2		1		1		
Total Bid Price							

Table 2

FROM	TO Zone 7						Total
	Class I	Rate	Class II	Rate	Class III	Rate	
Zone 1	2		1		1		
Zone 2	1		1		1		
Zone 3	4		3		1		
Zone 4	1		1		1		
Zone 5	1		1		1		
Total Bid Price							

3.A Air Priority Shipments Transportation Rates To And From UK And Europe**Table 1 - Westbound**

FROM ZONE 6 TO (from overseas locations)	No. of Moves	Weight (LB)	Bidder's Combined Origin/Destination Price	
			Rate Per CWT	Total
Zone 1	1	1,000		
Zone 2	21	4,861		
Zone 3	3	1,540		
Zone 4	1	1,000		
Zone 5	1	320		
Total Bid Price				

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Table 2 - Westbound

FROM ZONE 7 TO (from overseas locations)			Bidder's Combined Origin/Destination Price	
No. of Moves	Weight (LB)	Rate Per CWT	Total	
Zone 1	4	1,298		
Zone 2	22	3,852		
Zone 3	1	1,000		
Zone 4	2	840		
Zone 5	1	320		
Total Bid Price				

Table 3 - Eastbound

TO ZONE 6 FROM (to European Airports)			Bidder's Combined Origin/Destination Price	
No. of Moves	Weight (LB)	Rate Per CWT	Total	
Zone 1	2	573		
Zone 2	10	3,045		
Zone 3	2	521		
Zone 4	2	752		
Zone 5	1	320		
Total Bid Price				

Table 4 - Eastbound

TO ZONE 7 FROM (to European Airports)			Bidder's Combined Origin/Destination Price	
No. of Moves	Weight (LB)	Rate Per CWT	Total	
Zone 1	1	220		
Zone 2	12	3,457		
Zone 3	2	521		
Zone 4	4	752		
Zone 5	1	220		
Total Bid Price				

3.B Air Shipments To/From Locations Not Otherwise Specified

Table 1			Bidder's Origin Services Price	
TO LOCATIONS N.O.S. FROM	No. of Moves	Weight (LB)	Rate Per CWT	Total
Zone 1	7	2,293		
Zone 2	10	3,250		
Zone 3	38	16,188		
Zone 4	12	6,672		
Zone 5	10	5,280		
Zone 6	4	1,280		
Zone 7	3	960		
Total Bid Price				

Table 2			Bidder's Destination Services Price	
FROM LOCATIONS N.O.S. TO	No. of Moves	Weight (LB)	Rate Per CWT	Total
Zone 1	12	3,050		
Zone 2	10	3,320		
Zone 3	46	66,552		
Zone 4	14	5,964		
Zone 5	9	2,934		
Zone 6	2	640		
Zone 7	31	520		
Total Bid Price				

4. EUROPE - Intra/Local Moves

Table 1			Bidder's Origin and Destination Price	
Distance	No. of Moves	Weight (LB)	Rate Per CWT	Total
Up to 999 KM	1	1,000		
1,000 to 1,999 KM	1	9,220		
2,000 to 2,999 KM	6	31,522		
3,000 to 3,999 KM	1	5,964		
4,000 to 4,999 KM	1	12,934		
Total Bid Price				

5.0 Replacement Cost Protection

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Criteria	Value of Goods Shipped (for evaluation purposes only) (a)	Rate per \$1,000 value (b)	Total (a) x (b) =
Long Haul Coverage (includes SIT at origin or destination)	4,054,052 lbs x \$10.00 = \$40,540,520		
Local Move Coverage (includes SIT up to 120 days)	99,426 lbs x \$10.00 = \$994,260		
Personal Motor Vehicle Coverage (includes SIT at origin or destination up to 30 days)	Appraised Value \$3,350,260		
Excess Replacement Cost Protection (Annex E refers)			
Long Haul	\$250,000		
Local Move	\$10,000		
Total Bid Price			

6.0 Storage In Transit (SIT) Over 30 Days

Table 1			Bidder's Price	
	No. Of Moves	Weight (lbs)	Rate Per CWT per day	Total
Storage in Transit Over 30 Days	5	15,000		
Total Bid Price				

7.0 Repack After Customs Inspection

Table 1			Bidder's Price	
	No. Of Moves	Weight (lbs)	Rate Per CWT	Total
Repack after Customs Inspection	5	22,000		
Total Bid Price				

8.0 Summary of Tables (For 01 November 2013 to 31 October 2015)

The Bidder shall add its Total Bid Price of the indicated tables.
In US dollars, the Bidder values the submitted tender package at:

1. WESTBOUND

Liftvans (Para 1A. Sum of Tables 1 and 2) \$ _____

Loose Loads (Para 1B. Sum of Tables 1 and 2) \$ _____

Lift Vans from Locations NOS (Table 1) \$ _____

Loose Loads from Locations NOS (Table 2) \$ _____

Vehicle Shipments (Sum of Table 1 and 2) \$ _____

2. EASTBOUND

Liftvans (Para 2A. Sum of Tables 1 and 2) \$ _____

Loose Loads (Para 2B. Sum of Tables 1 and 2) \$ _____

Lift Vans from Locations NOS (Table 1) \$ _____

Loose Loads from Locations NOS (Table 2) \$ _____

Vehicle Shipments (Sum of Tables 1 and 2) \$ _____

3. AIR PRIORITY SHIPMENTS

Westbound (Sum of Para 3A. Table 1 and Table 2) \$ _____

Eastbound (Sum of Para 3A Table 3 and Table 4) \$ _____

From LNOS (Para 3B, Table 1) \$ _____

To LNOS (Para 3B, Table 2) \$ _____

4. Europe – Intra/Local Moves \$ _____

5. Replacement Cost Protection (Para 4.0) \$ _____

6. Storage in Transit over 30 Days (Para 5.0) \$ _____

7. Repack after Customs Inspection (Para 6.0) \$ _____

ANNUAL TOTAL BID PRICE FOR 01 NOVEMBER 2013 TO 31 OCTOBER 2015

\$ _____

RATE ESCALATION DURING THE PERIOD OF THE CONTRACT

(Part 7, Resulting Contract, Annex B, Basis of Payment, Para 11.0 refers)

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1. EPA Escalation calculation during the life of the contract: Bidders shall quote pricing in constant 2012 dollars and must propose an EPA escalation based on a Statistics Canada Index (ices) or available Foreign Government Index (ices) using the formula provided at reference. For contract period 3 and for each of the three option periods, revised prices will be calculated using the EPA formula and the index (ices) offered. **Failure to provide an eligible Statistics Canada index (ices) or eligible Foreign Government Index (ices) to allow PWGSC to calculate escalation costs (for assessment as well as contract purposes), will result in the proposal not meeting the bid mandatory criteria and will deem the proposal non-responsive.**

AND

2. Ceiling Percentage Increase: Bidders are required to submit a ceiling percentage increase that will apply for each of the identified periods.

Contract Period	Date	Ceiling Percentage Increase
Contract Period 3	Nov 01/15 to Oct 31/16	
Option Period 1	Nov 01/16 to Oct 31/17	
Option Period 2	Nov 01/17 to Oct 31/18	
Option Period 3	Nov 01/18 to Oct 31/19	

CALCULATION OF TOTAL PRICE

For Evaluation Purposes ONLY: For evaluation purposes only, the total bid price will be calculated as follows:

1. 2 x the annual evaluation total calculated in the Summary Table above (Para 8.0)
2. Plus (annual valuation total x ceiling percentage bid for Contract period 3)
3. Plus (annual valuation total x ceiling percentage bid for Option period 1)
4. Plus (annual valuation total x ceiling percentage for bid Option period 2)
5. Plus (annual valuation total x ceiling percentage for bid Option period 3)

Grand Total (Line 1 to 5 inclusive)

\$ _____

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1.0 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4. Point-rated criteria not addressed will be given a score of zero

1.2 Financial Evaluation

1.2.1 The volumetric data included in the pricing schedule detailed in Attachment 1 to Part 3 are provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

1.2.2 For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

2.0 Basis of Selection

2.1 Basis of Selection - Lowest Evaluated Price

2.1.1 To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all mandatory evaluation criteria;
- (c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria

2.1.2 Bids not meeting (a) (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract. In the event two or more responsive bids have the same lowest evaluated price, the responsive bid that obtained the highest overall score for all the point rated technical criteria subject to point rating detailed in Attachment 1 to Part 4 will be recommended for award of a contract.

ATTACHMENT 1 to PART 4 TECHNICAL CRITERIA

1.0 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Bidders must respond to the corresponding mandatory requirements by providing a description explaining, demonstrating, substantiating and justifying their qualifications or approach to meet the requirement.

Bidders are requested to utilize the unique number and associated title of each mandatory requirement in their responses. Bidders are requested to indicate where their mandatory requirement is met by entering the location (e.g. volume/binder number, page number, etc.) in the "Cross Reference to Proposal" column. Bidders' responses to the mandatory requirements will be evaluated as either "Met" or "Not Met". A "Not Met" will result in the bid submission being deemed non-compliant.

Mandatory Technical Criteria (MT)		
Number	Mandatory Technical Criterion	Met/ Not Met
	Relevant Experience	
MT1	<p>The Bidder must have directed at least one (1) major international account (major account is defined as a minimum of 100 moves outside continental North America) involving international moves household goods and private motor vehicles (PMV). In order to demonstrate this experience the Bidder must include a list of at least one (1) major international account, ongoing or completed within the last five (5) years, including the details of each account such as:</p> <ol style="list-style-type: none"> 1. Name of the Client; 2. Role of the Bidder in the account; 3. Brief description of the services provided; 4. Value of the account; 5. The Bidder's assessment of results achieved; and 6. Names, titles and telephone numbers of the client references (references may be checked). 	

Mandatory Technical Criteria (MT)		
Number	Mandatory Technical Criterion	Met/ Not Met
	Personnel	
MT2	<u>Key Personnel:</u> The Bidder must demonstrate that key personnel are responsible for management and administrative functions and have sufficient decision making authority to ensure timely response to problems that may arise. The Bidder must provide a chart that demonstrates the structure of the organization from the national/international to the local level and all the key personnel and back-ups must be identified.	
MT3	<u>National Director:</u> The Bidder must demonstrate that it has named a corporate official, to be known as the National Director, dedicated to servicing Canada's international household goods and PMV transportation management services and be responsible, to represent and make decisions with respect to all aspects of the provision of services at all locations. The Bidder must provide the name and resume for the proposed National Director.	
MT4	<u>Back-up Personnel:</u> The Bidder must provide the name and resume of the proposed back-up National Director who would be responsible to carry out the responsibilities of the National Director in his/her absence.	
MT5	<u>Operations Manager:</u> The Bidder must provide the name and resume for the proposed Operations Manager.	
MT6	<u>Claims Manager:</u> the Bidder must provide a resume for the proposed Claims Manager.	
MT7	<u>Quality Assurance Plan:</u> Detail the content of the Quality Assurance Program including program descriptions (i.e. Packing, loading, transportation, third party selection and booking, unloading, unpacking, etc.), program plans revision of QA procedures, role of training, planning and conduct of QA assessments, planning and conduct of audits and surveillance.	

Point Rated Criteria (RT)			
Number	Point Rated Technical Criterion	Rating Scale	Weighting (Points)
	Personnel		
RT1	National Director:		
RT1.1	The Bidder should demonstrate that the proposed National Director has a minimum of five (5) years management experience in the previous ten (10) years in the moving industry.	Less than 5 years 0 pts 5 years 5 pts 6 years 6 pts 7 years 7 pts 8 years 8 pts 9 years 9 pts 10 years 10 pts	Minimum passing mark 5 pts Maximum of 10 pts
RT1.2	The Bidder should demonstrate that the proposed National Director has a minimum of three (3) years experience in the previous ten (10) years directly related to the management of international moves for household goods & effects and PMVs.	Less than 3 years 0 pts 3 years 3 pts 4 years 4 pts 5 years 5 pts 6 years + 7 pts	Minimum passing mark 3 pts Maximum of 7 pts
RT1.3	The Bidder should demonstrate that the proposed National Director has a minimum of three (3) years experience in the previous ten (10) years as a Director of similar operations. (i.e. Household goods & effects overseas and PMVs).	Less than 3 years 0 pts 3 years 3 pts 4 years 4 pts 5 years 5 pts 6 years + 6 pts	Minimum passing mark 3 pts Maximum of 6 pts
RT1.4	The Bidder should demonstrate that the National Director has managed a minimum of thirty (30) international moves.	Less than 30 0 pts 31-70 moves 5 pts 71-100 moves 10 pts 101+ 15 pts	Maximum of 15 pts
RT2	Operations Manager		
RT2.1	The Bidder should demonstrate that the proposed Operations Manager has a minimum of five (5) years experience in the previous ten (10) years in the moving industry.	Less than 5 years 0 pts 5 years 5 pts 6 years 6 pts 7 years 7 pts 8 years 8 pts	Minimum passing mark 5 pts

Number	Point Rated Technical Criterion	Rating Scale	Weighting (Points)
		9 years 9 pts 10 years 10 pts	Maximum of 10 pts
RT2.2	The Bidder should demonstrate that the proposed Operations Manger has a minimum of three (3) years experience in the previous ten (10) years as a Manager of similar operations (i.e. Household goods & effects overseas and PMVs).	Less than 3 years 0 pts 3 years 3 pts 4 years 4 pts 5 years 5 pts 6 years + 6 pts	Minimum passing mark 3 pts Maximum of 6 pts
RT3	Claims Manager		
RT3.1	The Bidder should demonstrate that the proposed Claims Manager has a minimum of five (5) years experience in the previous ten (10) years in the moving industry.	Less than 5 years 0 pts 5 years 5 pts 6 years 6 pts 7 years 7 pts 8 years 8 pts 9 years 9 pts 10 years 10 pts	Minimum passing mark 5 pts Maximum of 10 pts
RT3.2	The Bidder should demonstrate that the proposed Claims Manager has a minimum of three (3) years experience in the previous ten (10) years as a Manager of similar operations (i.e. Household goods & effects overseas and PMVs).	Less than 3 years 0 pts 3 years 3 pts 4 years 4 pts 5 years 5 pts 6 years + 6 pts	Minimum passing mark 3 pts Maximum of 6 pts
RT4	TRANSPORTATION		
	<p>For RT4.1 and RT4.3, the following service phases will be used to assess the responses provided. Service Phases:</p> <p><u>Initial contact with Shipper</u> 10 pts</p> <p>Describe the factors considered, the Bidder's process for initially contacting the Shipper and what information is communicated.</p> <p><u>Pre-Move Consultation</u> 10 pts</p> <p>Describe the factors considered, the Bidder's process for conducting the pre-move consultation and identification of all Bidder's resources.</p> <p><u>Pre-packing/Packing</u> 10 pts</p>		

Number	Point Rated Technical Criterion	Rating Scale	Weighting (Points)
	<p>Describe the factors considered, the Bidder's pre-packing/packing process and identification of all Bidder's resources.</p> <p><u>Loading</u> 10 pts</p> <p>Describe the factors considered, the Bidder's loading process and identification of all Bidder's resources.</p> <p><u>Transportation (including scaling)</u> 10 pts</p> <p>Describe the factors considered, the Bidder's scaling and transportation process and identification of all Bidder's resources.</p> <p><u>Storage, if required</u> 10 pts</p> <p>Describe the factors considered, the Bidder's storage process and identification of all Bidder's resources.</p> <p><u>Delivery/Unloading</u> 10 pts</p> <p>Describe the factors considered, the Bidder's delivery/unloading process and identification of all Bidder's resources.</p> <p><u>Unpacking</u> 10 pts</p> <p>Describe the factors considered, the Bidder's unpacking process and identification of all Bidder's resources.</p> <p><u>Invoicing</u> 10 pts</p> <p>Describe the Bidder's invoicing process including identification of the Bidder's resources, timelines and any other relevant considerations.</p>		
<p>RT4.1</p>	<p>The Bidder should demonstrate that they have the capability to augment or reassign resources at all levels of the organization based on either peak demand requirements or fluctuations in business activity.</p> <p>To demonstrate this capability, the Bidder should describe how they will perform each of the following moves in accordance with the service phases.</p> <p><u>Move 1:</u> Victoria, BC to Naples, Italy</p> <ul style="list-style-type: none"> • 2010 Porsche Boxster • Estimated weight of 12,000 lbs • Load date: 20 January 	<p>Maximum of 10 pts for each of the above mentioned service phases for a maximum of 90 pts per move.</p> <p><u>Not Appropriate</u> 0 pt</p> <p>Information provided does not address the criteria.</p> <p><u>Poor</u> 1 pt</p> <p>Information provided demonstrates a minimal understanding</p>	<p><u>Move 1:</u> Maximum of 90 pts</p> <p><u>Move 2:</u> Maximum of 90 pts</p> <p><u>Move 3:</u> Maximum of 90 pts</p> <p><u>Move 4:</u> Maximum of 90 pts</p> <p><u>Move 5:</u></p>

Number	Point Rated Technical Criterion	Rating Scale	Weighting (Points)
	<p><u>Move 2:</u> Colorado Springs, CO to London, UK</p> <ul style="list-style-type: none"> • Estimated weight for long haul move: 14,500 lbs • Estimated weight of air shipment 550 lbs. • 2011 Jeep Liberty 4WD • Load date: 30 June <p><u>Move 3:</u> Brussels, BE to Bonn, GE</p> <ul style="list-style-type: none"> • Estimated weight 18,000 lbs; • Load date 29 June • Damage at origin address to hardwood floors and walls <p><u>Move 4:</u> Ottawa, to Mexico City, Mexico</p> <ul style="list-style-type: none"> • Estimated weight 6,000 lbs; • 2009 Hyundai Sonata LTD V6 • Move order received 1 May • Load date 29 July <p><u>Move 5:</u> 25 moves originating in Geilenkirchen, GE to multiple destinations in Canada during the one week period of 26 - 29 Jun.</p> <p>Three are rush moves. In addition there are:</p> <ul style="list-style-type: none"> • 2 SIT at origin requirements • 23 SIT at destination requirements; and • 3 inbound moves, 1 which requires SIT 	<p>that is relevant to the stated criteria.</p> <p>Average 3 pts</p> <p>Information provided demonstrates some understanding that is relevant to the stated criteria but does not demonstrate a full range of understanding for all elements of the rated criteria.</p> <p>Good 5 pts</p> <p>Information provided demonstrates understanding for most but not all of the elements of the rated criteria.</p> <p>Very Good 7 pts</p> <p>Information provided demonstrates understanding that is relevant to all of the elements of the rated criteria.</p> <p>Excellent 10 pts</p> <p>Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rate criteria.</p>	<p>Maximum of 90 pts</p> <p>Total maximum points is 450 pts</p>

Number	Point Rated Technical Criterion	Rating Scale	Weighting (Points)
<p>RT4.2</p>	<p>The Bidder should demonstrate that it has a minimum of five (5) years experience in the previous ten (10) years with International moves of household goods and effects (HG&E) and PMV to areas not otherwise specified as defined in the SOW.</p> <p>The Bidder should submit any essential forms that it intends to use during each phase of the move, such as but not limited to:</p> <p>Receipt of Pre-Move Booklet, Room-by-Room Survey, High Value Items Inventory, Appliance & Electronic Equipment Inventory, Packing Slip, Packing Loss/Damage Sheet, Household Goods Descriptive Inventory, Vehicle Condition Report, Bill of lading, Check-off Sheet, Unpacking Certificate, Loss/Damage - Unpacking Claim Form, Claim Form.</p>	<p>Less than 5 year 0 pts</p> <p>5 years 5 pts</p> <p>6 years 6 pts</p> <p>7 years 7 pts</p> <p>8 years 8 pts</p> <p>9 years 9 pts</p> <p>10+ years 10 pts</p>	<p>Maximum of 10 points</p>
<p>RT4.3</p>	<p>The Bidder should demonstrate that they have the capability to complete International moves of household goods and effects to areas not otherwise specified as defined in the SOW.</p> <p>To demonstrate this capability, the Bidder should describe how they will perform each of the following moves in accordance with the service phases.</p> <p><u>Move 1:</u> Beijing, China to Kingston, ON</p> <ul style="list-style-type: none"> • Estimated weight of 7,000 lbs • 2008 Hyundai Accent • Load date: 25 November <p><u>Move 2:</u> Ottawa, ON to Miramar, Cuba</p> <ul style="list-style-type: none"> • Estimated HG&E weight for long haul move: 3,500 lbs • Air shipment of 345 lbs • 2010 Ford Focus • Load date: 15 June <p><u>Move 3:</u> Honolulu, HI to Kingston, ON</p> <ul style="list-style-type: none"> • Estimated weight of 7,000 lbs • 2010 Ford Edge 	<p>Maximum of 10 pts for each of the above mentioned service phases for a maximum of 90 pts per move.</p> <p>Not Appropriate 0 pt</p> <p>Information provided does not address the criteria.</p> <p>Poor 1 pt</p> <p>Information provided demonstrates a minimal understanding that is relevant to the stated criteria.</p> <p>Average 3 pts</p> <p>Information provided demonstrates some understanding that is relevant to the stated criteria but does not demonstrate a full range of understanding for all elements of the rated criteria.</p>	<p>Move 1: Maximum of 90 pts</p> <p>Move 2: Maximum of 90 pts</p> <p>Move 3: Maximum of 90 pts</p> <p>Total maximum points is 270 pts</p>

Number	Point Rated Technical Criterion	Rating Scale	Weighting (Points)
	<ul style="list-style-type: none"> • Load date: 25 November • Canada Customs partially unpack Container 	<p><u>Good</u> 5 pts</p> <p>Information provided demonstrates understanding for most but not all of the elements of the rated criteria.</p> <p><u>Very Good</u> 7 pts</p> <p>Information provided demonstrates understanding that is relevant to all of the elements of the rated criteria.</p> <p><u>Excellent</u> 10 pts</p> <p>Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rate criteria.</p>	
			<p>Maximum total points is 800 pts</p>

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested. Bidders should provide the required certifications in Section III of their bid.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Certifications Precedent to Contract Award

1.1 Code of Conduct and Certifications - Related Documentation

By submitting a bid, the Bidder certifies as per section 01 of Standard Instructions 2003, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation therein required will help Canada in confirming that the certifications are true.

1.2. Additional Certifications Precedent to Contract Award

The certifications included in Attachment 1 to Part 5, Certifications Precedent to Contract Award, should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

ATTACHMENT 1 to PART 5 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

1.1 Federal Contractors Program

1.1.1 Federal Contractors Program - \$200,000 or more

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP or, if the Bidder is a joint venture and if any of the members of the joint venture is subject to the FCP, evidence of the commitment made by the Bidder or by each member of the joint venture who is subject to the FCP must be provided by the Bidder before the award of any contract resulting from the bid solicitation.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contracts Regulations*. Suppliers may be declared ineligible contractors either, as a result of a finding of non-compliance by HRSDC, or, following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. The Bidder or, if the Bidder is a joint venture, any of the members of the joint venture who does not fall within the exceptions enumerated in 3.a or b below or does not have a valid certificate number confirming its adherence to the FCP must fax (819-953- 8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.
3. The Bidder or, if the Bidder is a joint venture, the member of the joint venture certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- a. () is not subject to the FCP, having a workforce of less than 100 permanent full-time, permanent part-time and/or temporary employees having worked 12 weeks or more in Canada;
- b. () is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- c. () is subject to the requirements of the FCP, having a workforce of 100 or more permanent full-time, permanent part-time and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- d. () is subject to the FCP, has not been declared an ineligible contractor by HRSDC, and has a valid certificate number as follows: _____ .

Further information on the FCP is available on the HRSDC Web site.

1.2 Former Public Servants Certification

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Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c.C-17, the Defence Services Pension Continuation Act, 1970, c.D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c.R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c.R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c.M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? Yes () No ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;

- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

1.3 Canadian Content Certification

1.3.1 SACC Manual clause A3050T, Canadian Content Definition.

1.3.2 Canadian Content Certification

This procurement is limited to Canadian services.

The Bidder certifies that:

() the Prime Contractor is a Canadian service as defined in paragraph 2 of clause A3050T.

1.4 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

1.5 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work

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described in the resulting contract.

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Client Ref. No. - N° de réf. du client

20131825

Amd. No. - N° de la modif.

File No. - N° du dossier

109zLEN578-131825

Buyer ID - Id de l'acheteur

109z1

CCC No./N° CCC - FMS No/ N° VME

PART 6 - FINANCIAL CAPABILITY AND REPLACEMENT COST PROTECTION

1.0 Financial Capability

SACC Manual clause A9033T(2011-05-16), Financial Capability

2.0 Replacement Cost Protection

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can provide replacement cost protection in accordance with the Replacement Cost Protection Requirements specified in Annex E.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1.0 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A

2.0 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2012-11-19), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

3.0 Term of Contract

3.1 Period of the Contract

The period of the Contract is from 01 November 2013 to 31 October 2016 inclusive.

3.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three additional one year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 180 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

3.3 Option to Extend - Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of 90 days under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 90 calendar days before the Contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

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3.4 Termination on Thirty Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provisions of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

4.0 Authorities

4.1 Contracting Authority

The Contracting Authority for the Contract is:

Renee Stephen
Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Professional Services Procurement Directorate
Ottawa, ON K1A 0S5

Telephone: 819-956-6973
Facsimile: 819-956-2675
E-mail address: Renee.Stephen@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

4.2 Project Authority - To be provided at contract award

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-____
Facsimile: ____-____-____
E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

4.3 Contractor's Representative - To be provided at contract award.

5.0 Payment

5.1 Limitation of Expenditures

The Contractor will be reimbursed for costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of \$ _____. Customs duty are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

5.2 Canada's Total Liability

5.2.1 Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

5.2.2 No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
- b. four (4) months before the Contract expiry date, or
- c. As soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

5.2.3 If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.0 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

A3060C (2008-05-12), Canadian Content Certification

A9113C (2008-12-12), Handling of Personal Information

A9062C (2011-05-16), Canadian Forces Site Regulations

H1001C (2008-05-12), Multiple Payments

7.0 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

8.0 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. *(insert the name of the province or territory as specified by the Bidder in its bid, if applicable.)*

9.0 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2012-11-19), General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
 - i. Appendix 1 - General Rules and Regulations
 - ii. Appendix 2 - Weight Estimating Process
 - iii. Appendix 3 - HG&E Transit Time Guide (TTG)
 - iv. Appendix 4 - Packing & Wrapping Standards
 - v. Appendix 5 - Meetings
- (d) Annex B, Basis of Payment;
- (e) Annex C, Quality Control Inspection Program;
- (f) Annex D, Service Failures;
- (g) Annex E, Insurance Requirements - Replacement Cost Protection (RCP);
 - i. Appendix 1 - Property Damage
- (h) Annex F, Quality Assurance Program;
- (i) Annex G, Glossary; and
- (j) the Contractor's bid dated _____ *(insert at time of contract award)*

10.0 Replacement Cost Protection

The Contractor must comply with the replacement cost protection requirements specified in Annex E. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

ANNEX A

STATEMENT OF WORK

1.0 Scope

1.1 Purpose

To manage and execute, on an "as and when requested" basis, the physical movement of the personal Household Goods and Effects (HG&E) and Personal Motor Vehicles (PMV) of federal government employees (herein referred to as the Shipper) of the Department of National Defence (DND), the Royal Canadian Mounted Police (RCMP) and the Central Removal Services (CRS) Division of Public Works and Government Services Canada (PWGSC) between the service area of Continental North America and overseas. The services in support of the movement of HG&E include the following phases: pre-move consultation, packing, loading, scaling, transportation, Storage-in-Transit (SIT), unloading, unpacking, Replacement Cost Protection (RCP), invoicing and claim settlement services.

1.2 Background

Canada has shippers and their families who are stationed around the world. The requirements for the provision of HG&E and PMV services will vary; therefore, the Contractor must understand that:

- 1.2.1 This contract offers no guarantee of business volume;
- 1.2.2 The Contractor must perform all allocated moves, including rush moves , regardless of origin, destination or weight;
- 1.2.3 There are no Contractor exclusivity requirements in this contract ;
- 1.2.4 Certain geographic locations may experience fluctuations in business activity from one year to another year as a result of changing requirements;
- 1.2.5 The timings of each move (winter/summer) will vary depending on requirements. In a typical year, approximately 65 to 70 per cent of the moves are executed between June and September, with the peak of activities occurring between the third week of June and third week of August annually;
- 1.2.6 Every effort will be made to apprise the Contractor of any known significant changes in requirements at any specific location; and
- 1.2.7 The highest volume of moves will be to/from Western Europe, which includes, but is not limited to Germany, Belgium, the United Kingdom, Italy and the United States.

Each Organization's primary representative is referred to as the Departmental Authority (DA) and will be responsible to oversee their respective Organizations' participation and activity. Where an Organization has other representatives involved in the process, these personnel must be referred to by appropriate titles to avoid possible confusion. DND has a Contract Manager and Transportation Agents whereas the RCMP and CRS do not have the same structure. For simplicity, the use of DA will be used interchangeably throughout this document and each Organization will provide the Contractor with their structure. The Contractor will liaise with the DA for clarification as required.

2.0 Applicable Documents

2.1 Pre-Move Booklet

3.0 Requirements

3.1 General

The Contractor must:

- 3.1.1 Deliver services in the Shipper's official language of choice (English or French);
- 3.1.2 Designate a National Director who will be the sole point of contact to ensure that all the requirements of the HGMS-I contract are met;
- 3.1.3 Ensure the availability of a back-up resource for the National Director in the event of an unexpected absence, in accordance with the back-up process identified in the Contractor's Governance and Accountability Framework;
- 3.1.4 Provide DND with the name and contact information of the National Director in writing;
- 3.1.5 Maintain and adhere to the approved Quality Assurance Program throughout the life of the contract to actively monitor compliance with the terms of the contract and to measure the quality and effectiveness of all services being provided with the aim of taking corrective action, as necessary;
- 3.1.6 Provide HGMS-I to Shippers in accordance with the terms and conditions of the contract;
- 3.1.7 Provide qualified personnel at all levels to ensure the responsive provision of HGMS-I contracted services;
- 3.1.8 Ensure that an adequate level of delegated authority is established to permit the Contractor's personnel to be responsive and pro-active when dealing with all HG&E and PMV issues;
- 3.1.9 Provide operational staff to attend any ad hoc working groups that are established to improve HGMS-I processes;
- 3.1.10 Take required action on all assigned items that are identified in the Record of Discussion and Action Table produced by DND following Contractor meetings, break-out sessions and working groups;
- 3.1.11 Coordinate all contracted services with the applicable origin or destination TA;
- 3.1.12 Encourage direct liaison between the Contractor's sub-contractors and the applicable TA to ensure effective coordination of local requirements such as scheduled timings;
- 3.1.13 Work closely with the DA and TA to develop workable solutions to daily challenges in meeting and maintaining the quality of contracted services;
- 3.1.14 Ensure Canada's service expectations are understood by the Contractor's personnel to maintain the quality of services provided to the Shipper;

- 3.1.15 Ensure all information received from its sub-contractors is vetted for accuracy, contract compliance and is supported by the Contractor before it is forwarded to the TA or DA for consideration;
- 3.1.16 Ensure that clear, concise, complete and timely information is provided to the applicable DA when addressing any issues of concern;
- 3.1.17 Present all of the relevant facts relating to any previous DA decisions and a listing of all of the subsequent details/explanations that would warrant a revisit of a DA decision regarding an appeal or concern;
- 3.1.18 Ensure that all documentation that will be presented to the Shipper is provided to the applicable DA for review and approval prior to use by the Shipper;
- 3.1.19 Not formally survey Shipper's on services performed by the Contractor to capture Shipper concerns. The Contractor may informally confirm that services have been provided to the Shipper's satisfaction provided this is a verbal exchange;
- 3.1.20 The Contractor must arrange, administer and manage the complete movement of HG&E and PMV within the scope of the contract as follows:
- a. Hours of Operation: Coordinate HG&E and PMV movement services and assist the DA and Shipper between 0800 to 1600 hours (applicable DA time zone), Monday to Friday, excluding officially recognized Federal Government holidays. The Contractor is expected to be flexible in arranging service appointments with the Shipper outside the above hours, when necessary;
 - b. Response Times: Provide dedicated telephone services at the Contractor's office to permit accessibility for Shippers and DAs. E-mail and voice mail, must be responded to within 60 minutes between 0800 to 1600 hours (applicable DA time zone);
 - c. HG&E and PMV Safekeeping :
 - i. Use all reasonable precautions to protect HG&E and PMV from damage and loss;
 - ii. Use appropriate handling equipment when moving/loading HG&E and PMV; and
 - iii. Protect all HG&E from the elements (rain, snow or sun) and theft at all times.
 - d. Residence Safekeeping: Properly protect the residence from inadvertent damage The Contractor will be liable for all replacement/repair costs for damage caused by the Contractor .

3.2 National Director Tasks

The National Director must:

- 3.2.1 Have the authority to represent and make decisions on behalf of the Contractor with respect to all HGMS-I contracted services;
- 3.2.2 Attend all meetings planned or requested by DND;
- 3.2.3 Attend Technical Authority /Contractor meetings (normally two in each twelve-month period);
- 3.2.4 Take required action on all assigned items that are identified during the Technical Authority /Contractor meetings and working groups;
- 3.2.5 Present to Technical Authority any recommendations for changes or revisions to this contract in a business case format with all supporting data and documentation. The business case must support the proposed change and convince the DAs that the proposed change is in the best interest of all concerned;
- 3.2.6 Vet and validate all information that is provided to the DAs for accuracy, completeness and clarity; particularly appeals or proposed contract amendments; and
- 3.2.7 Personally monitor, follow up and provide by e-mail, situational updates to the DAs within 24 hours for any unusual event that warrants increased awareness, visibility and attention due to the significance of the loss, damage or concern.

3.3 Contractor Tasks Related to the Shipper

The Contractor must:

- 3.3.1 Ensure all services are provided in the official language of the Shipper's choice, English or French;
- 3.3.2 Provide all printed material in the official language of the Shipper's choice, English or French;
- 3.3.3 Provide the Shipper with copies of all signed documentation;
- 3.3.4 Ensure that all pre-move consultation, pre-packing/packing, loading, unloading, and unpacking services commence no earlier than 0800 hours and cease no later than 1900 hours from Monday to Friday, as per the applicable time zone, excluding weekends and statutory holidays. Delivery or unpacking on weekends or statutory holidays may be pre-authorized by the applicable TA only with mutual agreement between the Shipper and the Contractor, and as long as there is no additional cost to Canada;
- 3.3.5 Not commence any service that cannot be completed by 1900 hours on the same day unless there are extenuating circumstances which have been discussed with the DA in advance. Both the DA and Shipper must agree to the time extension;
- 3.3.6 Confirm, at least 24 hours prior to service delivery, the exact timing when the pre-packing, packing, loading, unloading and unpacking services will be rendered;
- 3.3.7 Adhere to the mutually agreed upon times to commence packing, loading, unloading, or unpacking;

3.3.8 Promptly notify the Shipper of any delays in excess of one hour. The total delay must not exceed 4 hours from the agreed times; and

3.3.9 Notify the Shipper as soon as possible when a HG&E/PMV shipment has incurred loss or damage from a major incident.

3.4 Contractor Tasks Related to the Departmental Authority (DA)

The Contractor must:

3.4.1 Notify the DA immediately when services cannot be completed within the allotted time to determine the appropriate course of action. For shipments from NOS locations the sub-Contractor is to contact the person at the applicable Foreign Mission who is assigned responsibility for personal household goods and effects relocations;

3.4.2 Notify the DA immediately by telephone, followed by a written notice within 24 hours of any major incidents and service interruption, including mitigating steps and corrective action taken. Major incidents include:

- a. Transportation accidents where injury, loss or damage has occurred;
- b. Major automation failures (12 hours or greater);
- c. Break and entry and/or theft involving HG&E and/or PMV shipments;
- d. Major incidents with Shippers such as a physical or verbal altercation, theft or serious disagreement;
- e. Maintain a contingency plan to meet specific service requirements such as load levels beyond normal patterns; loss of critical employees or sub-contractors; business interruption of sub-contractors and any other factors that may adversely impact service delivery;
- f. Mechanical breakdowns (24 hours or greater); and
- g. Loss or major damage to residences, property, HG&E or PMV. Major damage is when the estimated damage repair value is in excess of \$10,000.00.

3.4.3 Assign a dedicated Operations Manager to oversee the day to day logistics arrangements required as per this statement of work; and

3.4.4 Assign a dedicated Claims Manager to oversee the day to day management of all claims related issues as per this statement of work.

4.0 Technical Requirements

4.1 Move Orders

Canada will issue Move orders to the Contractor electronically by e-mail. The Date Service Required (DSR) will be specified in the move order. Note that within the life of this contract there is the potential for the Furniture and Effects Automated Management System (FEAMS) to be used to communicate move orders.

4.2 Pre-move Consultation

The pre-move consultation is normally the initial face-to-face contact between the Contractor and the Shipper which sets in motion the move process from the Shipper's point of view.

The Contractor must:

- 4.2.1 Conduct a pre-move consultation at the Shipper's residence no later than 7 calendar days after receipt of the move order for regular moves, and as soon as possible for rush moves;
- 4.2.2 Request approval from the DA to delay conducting the pre-move consultation if the prescribed time limit cannot be met provided that an alternate date can be agreed upon with the Shipper;
- 4.2.3 Advise DA by e-mail of the agreed upon consultation date and time with the Shipper;
- 4.2.4 Provide the Shipper with the applicable approved *Pre-move Information Booklet* and review the contents in detail with the Shipper to ensure the process is clearly understood;
- 4.2.5 Advise the Shipper that unrestricted access to the HG&E and/or PMV(s) is required to ensure that an accurate assessment can be performed;
- 4.2.6 Notify the DA immediately to determine the appropriate course of action when the Contractor determines that a complete and accurate pre-move consultation cannot be conducted. This would include a situation where hoarding by a Shipper may be evident;
- 4.2.7 Advise the Shipper of any inadmissible items, items that are accepted in limited quantities and items that the Shipper is responsible to prepare for shipping that were identified during the pre-move consultation;
 - a. Motorcycles are treated as HG&E but they must meet the requirements of the hosting country. Proof of ownership, vehicle registration and dealer or professional appraisal must be given to the Contractor prior to load date.
- 4.2.8 Thoroughly explain the RCP Coverage and limitations in detail to ensure that the Shipper understands the coverage. As a minimum, the following must be explained:
 - a. The limitations of the coverage;
 - b. Availability and cost of additional coverage, if required;
 - c. All relevant exclusions (currency, jewellery, etc.);

- d. Any special requirements for items of high value such as artwork, jewellery, or cameras;
 - e. Claim filing instructions;
 - f. Statutory time limits;
 - g. Contractor claim department contact information;
 - h. That the Shipper can only submit one claim;
 - i. The requirement for preparing and certifying articles and appliances for shipment as applicable;
 - j. The requirement that the Contractor is to assist the Shipper during unloading to ensure that all exceptions such as visible loss and damage are annotated on the inventory listing;
 - k. That the signing of the inventory listing and/or the unpacking certificate shall not preclude claims for loss or damaged of packed items where the loss or damage is not annotated at the time of delivery; and
 - l. Fully answering the Shipper's questions.
- 4.2.9 Obtain the Shipper's signature confirming receipt of the information on the RCP coverage and conditions. Failure to do so will make the Contractor fully liable for any loss or damage to the HG&E and PMV;
- 4.2.10 Provide the Shipper, with a list of all articles and appliances that require servicing and certification prior to, or on, the final day of packing. Advise the Shipper of their responsibility to make these articles and appliances accessible for servicing/certification;
- 4.2.11 Provide the Shipper, wherever possible, with a room-by-room pre-move inventory at the time of the consultation, or no later than the next business day. This pre-move inventory, or cube sheet, is to be completed on a room-by-room basis and is to itemize each piece of furniture, the estimated number of cartons by cubic measure, the estimated weight of HG&E by room, the total estimated weight of HG&E, and the transit time as per the TTG in Appendix 3 to Annex A.
- a. The cubic volume formula (length x width x height) will be used to obtain the estimated weight of areas of the residence that are difficult to access with the prior authorization of the DA.
- 4.2.12 The DA requires the Contractor to produce accurate inventory listings. Wherever practicable this is to be in an electronic format.
- a. The Contractor must produce a clear inventory listing with conditioning that clearly reflects the actual condition of the piece of furniture or article;
 - b. The Contractor must use the inventory listing when tagging and conditioning all pieces of furniture, including all components, and other articles requiring conditioning. Every effort shall be made to match goods with the entries on printed inventory listing to minimize handwritten amendments/additions;

- c. The Contractor must ensure all handwritten entries on the inventory listing are neat and legible and include a clear description;
- d. All handwritten entries must be entered in the next available empty space right after the last entry for each room; and
- e. Where possible, the inventory listing will only contain one room per page.

4.2.13 Provide a weight estimate to the DA with a copy of the room-by-room survey:

- a. For regularly scheduled moves, no later than 7 business days after the move order is received;
- b. For rush moves, no later than the day before loading; or
- c. Within 48 hours after the pre-move consultation has been completed when a delay to the above timings is pre-authorized by the DA;
- d. Contact the DA within 24 hours when the estimated weight exceeds the weight limit specified on the move order;
- e. Ensure that when necessary the weight estimate is amended before the DSR date. The Contractor must provide the revised weight estimate to the DA and at the same time provide the Shipper with the revised pre-move inventory no later than the next business day; and
- f. Inform the Shipper they are not permitted to add additional HG&E to the shipment after the pre-move consultation without obtaining written approval of the applicable DA .

4.2.14 For the movement of PMV, the Contractor must:

- a. Confirm the vehicle's particulars and advise the Shipper regarding the documentation required for export and for Customs clearance at destination;
- b. Provide the Shipper ;with all required information to ensure a successful move of the PMV including: details on preparing the vehicle for transport, Replacement Cost Protection (insurance) coverage and the Contractor's contact information at origin and destination;
- c. Co-ordinate vehicle pickup, the location arrangements and specific ate and time with the Shipper. Vehicle pickup must be scheduled between 0800 and 1700 hours Shipper's local time, Monday to Friday, excluding Federal Government statutory holidays; and
- d. Contact the Shipper two (2) business days in advance of the DSR to reconfirm the timings and scheduled pickup location.

4.3 Pre-Packing/Packing

Packing services include the packing of all HG&E, article and appliance preparation and certification, disassembly of furniture and other items, and crating when required by the Contractor.

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The Contractor must:

- 4.3.1 Ensure the preparation and certification of articles and appliances for shipment, as per Appendix 1 to Annex A, Rule 5, is completed without interfering with packing;
- 4.3.2 Provide packing services in accordance with the standards described in Appendix 4 to Annex A;
- 4.3.3 Perform packing on the day prior to DSR date and loading on the DSR date for all shipments;
- 4.3.4 Request written approval from the TA to perform pre-pack services. The pre-pack shall not take place any earlier than five (5) business days prior to the DSR date. The Contractor is not to pre-pack any items which would prevent the Shipper from sleeping or eating at the residence, or that have been identified as essential for day-to-day living; and
- 4.3.5 Schedule the pre-pack date and timings with the Shipper, preferably during the Pre-Move Consultation, but no later than three weeks prior to the DSR date.

4.4 Loading

Loading includes hoisting, lowering, rigging, the obtaining of parking permits if required.

For HG&E, the Contractor must:

- 4.4.1 Perform only one pick-up of HG&E which must be at the Shipper's principal residence address at origin;
- 4.4.2 Disassemble pieces of furniture and any other items as required;
- 4.4.3 Tag and condition the HG&E, with the Shipper's participation;
- 4.4.4 Protect HG&E from damage;
- 4.4.5 Place all HG&E inside the container or conveyance;
- 4.4.6 Provide the Shipper with a copy of the room-by-room inventory listing which is to be signed and dated by both the Contractor and the Shipper;
- 4.4.7 Remove any accumulated unused packing materials and other debris from the Shipper's residence; and
- 4.4.8 Sign and date the Bill of Lading along with the Shipper.

For PMV, the Contractor must:

- 4.4.9 Pickup the vehicle from the Shipper at the agreed upon location and time. This location must not exceed 35 kilometers from the Shipper's residence. If the proposed pickup location is in excess of 35 kilometers, the Contractor must obtain approval from the Technical Authority (TA) in writing before proceeding;

- 4.4.10 Prepare the Vehicle Condition Report (VCR) in the presence of the Shipper (or his/her Power of Attorney (POA) representative) and identify any pre-existing damage on the vehicle such as exterior dents, scratches or glass damage, under carriage, battery, fog/spot lights, tire condition, carpet and upholstery. If the Shipper (or his/her POA representative) is not present when the VCR is prepared, notify the TA in writing on the next business day;
- 4.4.11 Inspect the vehicle to ensure the Shipper has prepared the vehicle for shipment in accordance with the Contractor's instructions. The Contractor must not accept any vehicle for shipment which is decrepit, battered or inoperable. If during the inspection and preparation of the VCR, the contractor has any concerns regarding the vehicle condition, the Contractor must notify the TA on the next business day. If a vehicle becomes inoperable at any point during the shipment period, the Contractor must contact the TA as soon as possible or no later than the next business day for agreement on the proposed course of action;
- 4.4.12 If corrective action is required prior to shipping the vehicle, the Contractor must instruct the Shipper verbally and then follow up in writing on the next business day with a copy to the TA what is required in order to prepare the vehicle for shipment. The Shipper is responsible for all corrective actions and subsequent arrangements for dropping off the vehicle at the Contractor's facility. The Contractor transit time period shall be adjusted accordingly. The length of time taken for corrective action shall be added to end of transit time period;
- 4.4.13 Obtain the Shipper's (or his/her POA representative) signature on the VCR. The Shipper must designate in writing that their representative may sign off on their behalf;
- 4.4.14 Provide the Shipper (or his/her POA representative) with copies of all documentation that he/she has signed;
- 4.4.15 Ensure that the vehicle has been washed and cleaned in order to meet any Customs/Agriculture requirements of the destination country. A copy of the invoice or proof of professional washing, must be attached to the Bill of Lading to facilitate Customs/Agriculture inspection at destination;
- 4.4.16 Provide all transportation services for the vehicle shipment from origin (the pickup location) to the final destination identified in the International Move Request - PMV;
- 4.4.17 Provide the TA at origin or destination or both, the shipping details for the vehicle within seven (7) calendar days of the DSR. This must include the vessel name, date of sailing, port of exit, port of entry, estimated time of arrival at port and final inland destination;
- 4.4.18 For inbound shipments, arrange bonded storage of the vehicle in the vicinity of the closest Canada Border Services Agency (CBSA) to the Shipper's new residence or, for outbound shipments, the equivalent foreign customs agency closest to the Shipper's new residence; and
- 4.4.19 When necessary, store the vehicle at the secure and bonded facilities for up to thirty (30) days, or for a longer period as required, while awaiting customs clearances or transfer of carrier (trans-shipment) during the shipping period.
- 4.5 Household Goods and Effects (HG&E) Actual Weight

The Contractor must:

- 4.5.1 Ensure that the vehicle has full fuel tanks prior to scaling;
 - 4.5.2 Ensure that fuel receipts obtained prior to scaling and weigh scale ticket(s) are available for inspection at any time during the loading and unloading phases;
 - 4.5.3 Ensure that the variance between the estimated weight and the actual weight is within the prescribed limitations detailed in Appendix 2 to Annex A;
 - 4.5.4 When possible, scale shipments that involve air transport at destination. The scaled weight provided by the third party service provider may be accepted as the actual weight if the shipment can not be scaled at destination;
 - 4.5.5 In the event that the shipment cannot be scaled either at origin or destination and/or when a shipment was not scaled in accordance with the Contract, the following factors will be evaluated to determine the invoicing weight:
 - a. The weight from the ocean bill of lading obtained at port and/or the certification of weight at origin;
 - b. The estimated weight from the room-by-room survey compiled at origin; or
 - c. The result of the constructed weight compiled from the inventory.
 - 4.5.6 Contact the DA in writing for confirmation that the use of constructive weight is permitted as detailed in Appendix 1 to Annex A, Rule 10 when there are no authorized scales within a 50 mile radius of origin or destination.
- 4.6 Authorized Weigh Scale Directory
- 4.6.1 Canada will manage a directory of all authorized weigh scales within Canada. Contractor inputs are encouraged to assist in ensuring the directory information remains current. The directory will contain the following weigh scale information:
 - a. Scale name (s);
 - b. Address;
 - c. Telephone number;
 - d. Facsimile number;
 - e. Days/hours of operation;
 - f. Cost of scaling;
 - g. Type of scale;
 - h. Type of tickets produced;
 - i. Manned or unmanned scale; and
 - j. Other remarks.

- 4.6.2 The master copy of the Scale Directory will be provided to the Contractor following contract award and name of Contractor will be added to the distribution list for amendments.

4.7 Weigh Scale Documentation

The Contractor must:

- 4.7.1 Ensure that each of the scale tickets contains all of the following, clearly legible pieces of information:
- a. Name of the Shipper;
 - b. Name and address of the scale;
 - c. Name of the driver;
 - d. Tare and gross weights;
 - e. Time and date annotation for each scaling operation;
 - f. Signature, electronic or otherwise, of the Scale Master; and
 - g. Move order number.

4.8 Scaling at Origin

The Contractor must:

- 4.8.1 Accurately scale at origin all eastbound shipments:
- a. At an authorized weigh scale located within a 50 mile radius of origin;
 - b. Using the same prime mover and conveyance pair;
 - c. To obtain the tare weight no more than 24 hours prior to DSR;
 - d. To obtain the gross weight no more than 24 hours after DSR;
 - e. To obtain tare and gross weights at the same weigh scale; and
 - f. Ensure that the hours of operation of the selected weigh scale will meet both scaling requirements.

4.9 Scaling at Destination

The Contractor must:

- 4.9.1 Accurately scale at destination all westbound shipments;
- 4.9.2 Ensure shipments are accurately scaled:
- a. At an authorized weigh scale located within a 50 mile radius of destination;

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Buyer ID - Id de l'acheteur
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Client Ref. No. - N° de réf. du client
20131825

File No. - N° du dossier
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- b. Using the same prime mover and conveyance pair;
- c. To obtain the gross weight no more than 24 hours prior to DDR;
- d. To obtain the tare weight no more than 24 hours after DDR; and
- e. To obtain gross and tare weight at the same weigh scale. The Contractor will be responsible to ensure that the hours of operation of the selected weigh scale will meet both scaling requirements.

4.10 Transportation

Transportation of HG&E and PMVs encompasses road, sea and air transport phases of the shipment from origin to destination.

The Contractor must:

- 4.10.1 Provide, and monitor transportation resources to ensure the timely and safe dispatch, load, pickup and delivery of household goods shipments inclusive of port and customs clearances according to the Transit Time Guide;
- 4.10.2 For PMV shipments, the Contractor may select the most appropriate mode of transportation to meet TTG requirements. If the mode of transport selected by the Contractor is aboard a Roll-on, Roll-off (Ro-Ro) vessel, all vehicles must be stowed below deck and held separate from rough cargo that may cause damage to vehicles. If the Contractor elects to move vehicles in containers to and from an overseas location, the vehicle must be stuffed and secured in the container at origin and de-stuffed at destination in accordance with generally accepted industry standards.
- 4.10.3 Containers and chassis must be in a good state of repair and are to be properly equipped for road or rail transport and sea, as applicable, of household goods. Interiors are to be clean, odour free, waterproof and free from protruding objects that could damage household goods loaded therein. Floors of containers must be flat. Corrugated floors must be covered with plywood or a similarly suitable substance

4.11 Storage-In-Transit (SIT)

SIT is required when the Shipper's residence at destination is not available to receive the HG&E and/or PMV shipment once it has arrived.

The Contractor must:

- 4.11.1 Ensure that all In-bond shipments, HG&E and PMV, are stored at the bonded warehouse nearest to the shipper's destination where a Canada Customs' office is located. Failure of the Contractor to have a custom bonded warehouse in the area will result in the HG&E and PMV being stored in a Canada Custom's Sufferance warehouse. The cost to use the Canada Custom's Sufferance warehouse will be at the Contractor's expense;
- 4.11.2 Ensure that sufficient authorized warehouse space is available to meet the storage demands associated with the contract;

4.11.3 SIT Authorization Prerequisites: The Contractor must only initiate a SIT Authorization request when the complete shipment has arrived at destination;

4.11.4 SIT Authorization: the Contractor must:

- a. Obtain authorization in writing from the TA prior to placing HG&E and/or PMV into SIT. The authorization request must include:
 - i. The selected warehouse;
 - ii. The date that HG&E and/or PMV will be placed into SIT; and
 - iii. Advise the TA and the Shipper once the HG&E and/or PMV has been placed into SIT.

4.11.5 Movement of HG&E and/or PMV Out of SIT: Prior to removing HG&E and/or PMV from the approved SIT location the Contractor must:

- a. Obtain verbal authorization from the TA and confirmed by e-mail;
- b. Have been notified by the TA at least three days prior to the required delivery date; and
- c. Contact the Shipper to confirm delivery time at least 48 hours prior to delivery and the delivery must commence no later than 1300 hrs on the delivery date.

4.12 Delivery/Unloading at Shipper's Residence

4.12.1 Delivery Authorization: The Contractor must:

- a. Contact the TA or Foreign Mission by telephone to obtain delivery instructions once the complete HG&E and/or PMV shipment has arrived at destination and the Shipper has cleared the shipment through the applicable authority. If delivery is possible, Direct Delivery to Residence (DDR) authorization will be provided (normally within 3 hours).
- b. The Contractor may request a pre-authorized DDR to facilitate a door-to-door move if the following conditions are met:
 - i. The TA confirms the availability of the new residence and the time the Shipper will be available;
 - ii. The Contractor confirms the delivery date and time with the TA; and
 - iii. That the delivery date is to be strictly adhered to.

4.12.2 Delivery: After the Shipper completes the CBSA or foreign customs agency clearance requirements, the Contractor shall have up to two (2) business days to complete delivery of the HG&E and/or PMV to the Shipper's new residence.

For HG&E Shipments, the Contractor must:

- a. Whenever possible do not drop trailers off at the Shipper's residence for unloading unless there is a valid reason;
- b. Protect the HG&E from damage at all times;
- c. Unload and place HG&E in the corresponding rooms as per the inventory

listing, or as directed by the Shipper;

- d. Re-assemble pieces of furniture and any other items that were disassembled at origin by the Contractor;
- e. Prepare articles and appliances for use as outlined in Appendix 1 to Annex A, Rule 4;
- f. Assist the Shipper in annotating visible damage and/or loss on the inventory listing prior to the Shipper signing for receipt of HG&E;
- g. Immediately annotate damaged cartons on the inventory listing;
- h. Provide the Shipper with a copy of the signed inventory listing before departing the residence. The signing of the inventory listing at this time shall not preclude any claim for damage and/or loss where damage is not readily visible at the time of delivery;
- i. Perform the re-certification of the articles and appliances; and
- j. Sign and date the Bill of Lading along with the Shipper.

For PMV Shipments, the Contractor must:

- k. Arrange delivery of PMV at the mutually agreed date, time and location which must not exceed thirty-five (35) km from the Shipper's new residence;
- l. When necessary, wash/clean the vehicle before delivery to the shipper's residence or agreed upon location;
- m. Inspect, in the presence of the Shipper (or his/her POA representative), the vehicle inside and outside and compare the condition to the VCR prepared at origin. Any variations, i.e. damages, must be clearly annotated in the space provided on the VCR. The Shipper and the Contractor's representative will sign the VCR and the copy of the VCR will be given to the Shipper; and
- n. When necessary, provide starting assistance for non-running vehicles at the time of turnover to the Shipper (i.e. Battery boosting).

4.13 Late Pick-up/Late Delivery

- 4.13.1 Allowance for late delivery will be made when circumstances are beyond the Contractor's control and result in unavoidable delays. Such circumstances could include an act of war, a strike, fire, sinking of the carrier vessel, cancellation of the scheduled carrier or vessel ice conditions, change of rail terms and conditions, or delays imposed by government agencies such as CBSA and/or CFIA or their foreign equivalents. Circumstances not listed shall be based on a "case by case" review and determination provided by the PA in regard to authorization for an excusable delay beyond the Contractor's control.
- 4.13.2 When an unavoidable delay occurs, the Contractor must contact the TA and PA within one (1) calendar day from the date the delay becomes known and provide the reason(s) for the delay confirmed with a written request within one (1) business day for

an extension to the TTG. Failure to do so may result in the request for excusable delay being denied by the PA..

4.13.3 In the event of late delivery caused by the Contractor, the Contractor must take action, within one (1) calendar day of the scheduled delivery date (TTG), to authorize the Shipper to rent a comparable vehicle from a commercial rental agency until the actual delivery of the vehicle. The rental must be an equivalent in size to the Shipper's vehicle, include collision coverage, damage waiver, and additional mileage charges beyond the free allowance until the actual delivery of the vehicle. All rental costs are to be borne by the Contractor.

4.13.4 In the event of late pick-up caused by the Contractor, the Contractor will be liable for the extra cost incurred by Canada for interim lodging and meals for the Shipper and family and any other costs associated with travel changes.

4.14 Unpacking

Unpacking services include the unpacking of all HG&E, article and appliance re-certification, uncrating and removal of all packing material/debris.

The Contractor must:

- 4.14.1 Commence unpacking services on the next business day after unloading;
- 4.14.2 Allow the Shipper a manageable period of time to put items away in an organized manner as the contents are unpacked;
- 4.14.3 Remove all Contractor's packing material and empty containers from the residence on completion of unpacking. If an additional pick-up is required, the Contractor must provide this one-time service within 5 business days of completion of unpacking; and
- 4.14.4 If unpacking services are refused by the Shipper, the Contractor is not responsible for removal of debris.

4.15 Unpacking Documentation

4.15.1 Loss/Damage Packed Items Form: the Contractor must:

- a. Assist the Shipper in annotating all losses and/or damages on the DND, RCMP AND PWGSC/CRS approved "LOSS/DAMAGE PACKED ITEMS" form. The Contractor must provide a copy of the completed form, signed and dated, to the Shipper.

4.15.2 Unpacking Certificate: the Contractor must:

- a. Obtain the Shipper's signature and date on the DND, RCMP AND PWGSC/CRS approved Unpacking Certificate once unpacking services have been completed to the Shipper's satisfaction. The Contractor must provide a copy of the completed form, signed and dated, to the Shipper.

4.16 Movement of Personal Motor Vehicles (PMV)

The Contractor must provide the following transportation services in response to an order to move PMV's internationally:

- 4.16.1 Pick up the vehicle from the Shipper at the agreed upon location, date and time. The agreed location must not exceed 35 kilometers from the Shipper's residence. If the Shipper proposed pick up location is in excess of 35 kilometers, the Contractor must obtain approval from the DA in writing before proceeding;
- 4.16.2 Prepare the Vehicle Condition Report (VCR) in the presence of the Shipper (or his/her Power of Attorney (POA) representative) and identify any pre-existing damage on the vehicle. A complete inspection must be carried out to cover exterior body condition such as dents, scratches or glass damage, etc., under carriage, exterior details such as battery, fog/spot lights, tire condition, windshield, etc., interior such as carpet and upholstery. If the Shipper (or his/her POA representative) is not present when the VCR is prepared, notify the TA and PA in writing within one (1) calendar day;
- 4.16.3 Inspect the vehicle to ensure the Shipper has prepared the vehicle for shipment in accordance with the Contractor's instructions. The Contractor must not accept any vehicle for shipment which is decrepit, battered or inoperable. If during the inspection and preparation of the VCR, the Contractor has any concerns regarding the vehicle condition, the Contractor must within one (1) calendar day notify the TA and DA. If a vehicle becomes inoperable at any point during the shipment period, the Contractor within one (1) calendar day contact the TA and DA for agreement on the proposed course of action;
- 4.16.4 If corrective action is required prior to shipping the vehicle, the Contractor must instruct the Shipper verbally and then follow up in writing within one (1) calendar day to notify the TA and DA specifying what is required from the Shipper in order to prepare the vehicle for shipment. The Shipper is responsible for all corrective actions and subsequent arrangements for dropping off the vehicle at the Contractor's facility. The Contractor will adjust the load date and transit time period depending on the length of time required for corrective action;
- 4.16.5 Obtain the Shipper's (or his/her POA representative) signature on the VCR. The Shipper must designate in writing that their representative may sign off on their behalf;
- 4.16.6 Provide the Shipper (or his/her POA representative) with copies of all documentation that he/she has signed;
- 4.16.7 Ensure that the vehicle has been washed and cleaned in order to meet any customs/agricultural requirement of the destination country. A copy of the invoice or proof of professional washing must be attached to the Bill of Lading to facilitate customs/agricultural inspection at destination;
- 4.16.8 Provide all transportation services for the vehicle shipment from origin (the pick-up location) to the final destination identified in the International Move Request;
- 4.16.9 Provide the TA at origin or destination or both, within seven (7) calendar days of the DSR, with the shipping details for the vehicle. This must include the vessel name, date of sailing, port of exit, port of entry, and estimated time of arrival at port and final destination.
- 4.16.10 For inbound shipments, arrange bonded storage of the vehicle in the vicinity of the closest Canada Border Services Agency (CBSA) facility to the Shipper's new residence or, for outbound shipments, the equivalent foreign customs agency facility closest to the Shipper's new residence;

- 4.16.11 When necessary, store the vehicle at the secure and bonded facilities for up to thirty (30) days, or for a longer period as required, while awaiting either customs clearances or transfers of carriers (trans-shipment) during the shipping period;
- 4.16.12 Advise the TA by telephone, followed by a confirmation e-mail within one (1) calendar day, that the vehicle shipment is readily available for inspection, for inbound shipments, at the closest CBSA facility to the Shipper's new residence or, for outbound shipments, the equivalent foreign customs agency facility closest to the Shipper's new residence;
- 4.16.13 After the Shipper completes CBSA or foreign customs agency clearance requirements, the Contractor shall have up to two (2) calendar days to transport the vehicle to the Shipper's new residence at the mutually agreed time and location which must not exceed thirty-five (35) km from the Shipper's new residence;
- 4.16.14 When necessary, wash/clean the vehicle before delivery to the Shipper's residence or agreed upon location;
- 4.16.15 Inspect, in the presence of the Shipper (or his/her POA representative), the vehicle inside and outside and compare the condition of the VCR prepared at origin. Any variations, i.e. Damages, must be clearly annotated in the space provided on the VCR. The Shipper and the Contractor representative will sign the VCR and a copy of the VCR will be given to the Shipper.
- 4.16.16 When necessary, provide starting assistance for non-running vehicles at the time of turnover to the Shipper (i.e. Battery boosting).

5.0 Constraints

- 5.1 Business Days: Business days are Monday to Friday between the hours of 0800 hrs to 1600 hrs local time at the DA or the Mission's location. Exceptions (exclusions) are statutory Holidays which will be provided by the Contracting Authority on an annual basis.
- 5.2 Hours of Service: Hours of service are between 0800 and 1900 hours local time at the Shipper's location unless otherwise approved by the DA. Hours of service are to fall within the business days above.
- 5.3 Shipping Disruptions: In the event of potential delays or activity due to circumstances that are outside of the control of the Contractor requests for extensions to timelines are to be forwarded to the DA in writing for approval.

6.0 Client Support

6.1 Departmental Authorities (DA) Responsibilities

The following are the primary responsibilities of the DAs:

- 6.1.1 To ensure that high quality and reliable HGMS-I are provided by the Contractor in accordance with the contract;
- 6.1.2 To monitor and address areas of concern regarding the level of Shipper satisfaction and the quality of services received;

- 6.1.3 To ensure consistency and compliance in the financial and administrative management of the contract;
- 6.1.4 To foster open and transparent communication with the Household Goods Moving industry;
- 6.1.5 To facilitate improvement to any facets of the HG&E and/or PMV move life cycle;
- 6.1.6 To explore innovative service delivery refinements and alternatives;
- 6.1.7 Provide clarifications to the Contractor and DA's representatives to any of the contractual aspects of this contract as required;
- 6.1.8 Review and approve all documentation provided to Shippers by the Contractor;
- 6.1.9 Provide the Contractor with a list of representatives detailing their area of responsibility, contact information, address, and their TA code. An updated list will be provided as required;
- 6.1.10 Track and monitor service failures and identify any negative trends to the Contractor to address;
- 6.1.11 Advise the Contractor of Shipper's complaints based on the performance of sub-contractors or on analysis of service failures and negative trends;
- 6.1.12 Monitor and address areas of concern;
- 6.1.13 Review and respond to any Contractor contractual objections/appeals to service failure decisions in accordance with the contract;
- 6.1.14 Propose, solicit, review and respond to requests received from the Contractor for contractual amendments with the aim of ratifying these requests. Final amendments will be formalized by the Contracting Authority (CA);
- 6.1.15 Update and provide the Contractor with a copy of the approved Pre-Move Information booklet(s);
- 6.1.16 Maintain a list of all approved bonded warehouses; and
- 6.1.17 When known, advise the Contractor if there are unusual or unique circumstances that they should be aware of prior to contacting the Shipper, or the Shipper's delegate, or providing on-site services.

7.0 Deliverables

The Contractor must;

- 7.1 Provide follow-up reports to the Technical Authority by e-mail to identify corrective action as a consequence of negative trends indicated by Canada;
- 7.2 Deliver the Quality Assurance Program to the Technical Authority for approval 12 weeks following contract award (Draft QA Plan provided with Contractor's bid submission). The Quality Assurance Program must include:

- 7.2.1 Quality Planning: Method of identifying which quality standards are relevant to the project and of determining how to satisfy them;
 - 7.2.2 Quality Assurance: Method of evaluating overall project performance on a regular basis to provide the confidence that the project will satisfy the relevant quality standards and ensure customer satisfaction demonstrating a focus on the key performance indicators as outlined in Annex F; and
 - 7.2.3 Quality Control: Method of monitoring specific project results to determine if they comply with relevant quality standards and identifying ways to eliminate causes of unsatisfactory performance. Any changes to the program must be approved by the TA.
- 7.3 Provide a claims settlement process to the Technical Authority which must include, as a minimum, the following:
- 7.3.1 Structure of the insurance organization (in-house or subcontracted);
 - 7.3.2 The established procedures to expedite the settlement of claims;
 - 7.3.3 The procedures for escalating the level of organizational involvement in order to settle disputed claims;
 - 7.3.4 The review procedure for disputed claims;
 - 7.3.5 The procedures for conveying information on the claims process to the Shipper; and
 - 7.3.6 The flexibility of the claim settlement process to accommodate special cases.
- 7.4 Provide a room-by-room pre-move inventory format; and
- 7.5 The Technical Authority reserves the right to request ad hoc reports to examine specific areas. Ad hoc reports will be at the Contractor's expense.

Appendix 1 - General Rules and Regulations

The following general rules and regulations define the required standards of service:

Rule 1 Business Days/Hours

- 1.1 Business days are Monday to Friday between the hours of 0800 hrs to 1600 hrs local time at the TA or the Mission's location, unless otherwise specified in this document; and
- 1.2 Statutory Holidays as promulgated by the DA are treated as weekends. The list of recognized Canadian statutory holidays for each year will be provided to the Contractor via e-mail no later than November 30 of the previous year.

Rule 2 Rush Moves

- 2.1 When a Contractor is notified of a move or change to the original DSR date 10 calendar days or less prior to the DSR date, it is classified as a rush move; and
- 2.2 In the event that the original DSR date of a rush move is amended to exceed 10 calendar days prior to DSR date, the move will no longer qualify as a rush move.

Rule 3 Addressing Unsanitary/Contaminated HG&E

- 3.1 As a guideline, HG&E may be deemed unsanitary/contaminated when it contains excessive mold, mildew, fleas, blood, vermin, excrement, noxious fumes and/or irritants. Additionally, offensive odors that result in personnel not being able to remain in the residence are considered unsanitary. As these situations are very sensitive, the utmost discretion and confidentiality must be maintained;
- 3.2 During the Pre-move Consultation or at the packing stage, if the Contractor identifies the HG&E as unsanitary, the TA and the DA must be notified of the specific facts on the day of discovery. Careful assessment during the pre-move consultation to identify issues will allow time to address and resolve the situation;
- 3.1 If the TA supports the Contractor's observations, the TA will inform the Shipper's chain of command to have the situation rectified. Upon confirmation from the TA that the observations are resolved, the Contractor will be advised that the move order will be executed as originally issued. The DSR will only be changed when the HG&E is not acceptable and safe to be serviced;
- 3.1 In extreme circumstances, the DA in consultation with the Contractor may cancel the move order. Such situations will be addressed on a case-by-case basis;
- 3.2 HG&E that is identified as unsanitary/contaminated on the day of delivery will not be delivered under any circumstances due to the potential risk of contamination of the residence/attached residences and/or health issues for the family. The Contractor must advise the DA immediately in such cases; and
- 3.3 When the Canada Border Services Agency (CBSA), or the equivalent in the other countries, indicates that a container that has been fumigated still has elevated levels of fumigant, the Contract shall hire at their expense a remediation company to ensure that the off-gassing is either eliminated or deemed to be at acceptable levels.

Rule 4 Servicing/Certification of Articles & Appliances

- 4.1 Servicing/Certification at Origin: On the final day of packing, the Contractor must:
- 4.1.1 Ensure that qualified personnel certify the operating condition of all articles and appliances;
 - 4.1.2 Ensure that qualified personnel prepare articles for shipment in accordance with manufacturer's specifications by:
 - a. Blocking, unblocking and/or draining of washing machines. The Shipper is to be advised by the Contractor of their responsibility to provide the Contractor with any custom blocking device for front loading washing machines when required to protect against damage during movement as noted in the manufacturer's instruction manual. If the custom blocking kit is not provided, the Contractor is released from liability if related damage occurs; and
 - b. Draining of ice making refrigerators and portable dishwashers.
 - 4.1.3 Provide the Shipper with a copy of the form listing all the articles and appliances prepared and certified for shipment. This form must be signed and dated by both the Contractor and the Shipper.
- 4.2 Servicing / Re-Certification at Destination: On the unpack day, the Contractor must;
- 4.2.1 Ensure the preparation for use and the re-certification/confirmation of the operating condition of articles and appliances at destination. This action must be completed by no later than the day of unpacking.

Rule 5 Inadmissible Items

- 5.1 The Contractor must advise the Shipper during the Pre-move Consultation which items are inadmissible as outlined below;
- 5.2 The following items are considered inadmissible and shall not be carried under any circumstances:
 - 5.1.1 Ammunition and restricted firearms commodities as defined by the destination Country's regulations pertaining to the import of ammunition and restricted firearms with the HG&E; and
 - 5.1.2 Commodities which are regulated by the *Transportation of Dangerous Goods Act* (<http://laws-lois.justice.gc.ca/eng/acts/T-19.01/>), the *Transportation of Dangerous Goods Regulations* (<http://www.tc.gc.ca/eng/tdg/clear-tofc-211.htm>) or by other Federal and/or provincial laws, are not be moved with HG&E (i.e. Pressurized containers with the exception of personal toiletries; fuel; propane tanks; fertilizer; etc);
- 5.3 Firewood;
- 5.4 Livestock and pets;
- 5.5 Aircraft, ultra-light, micro-lights, and associated parts;
- 5.6 Farm or construction equipment;

- 5.7 Outdoor fixed barbecues (brick, cement or stone);
- 5.8 Patio stones and ornamental rocks;
- 5.9 Trailers;
- 5.10 Boats
- 5.11 Canoes and kayaks (or similar watercraft);
- 5.12 Dog houses;
- 5.13 Perishable goods, including house plants;
- 5.14 Hot Tubs;
- 5.15 Satellite dishes;
- 5.16 Items on the Shipper's premises belonging to a previous or current personal business;
- 5.17 All types of outdoor fencing and outdoor animal enclosures;
- 5.18 All types of outdoor wooden portable buildings such as sheds and gazebos;
- 5.19 Steel utility cabinets/sheds exceeding 12 ft x12 ft x 8 ft;
- 5.20 Liquids (i.e. cans of paint, sealed mason jars) which if ruptured or spilled could cause extensive damage to the shipments;
- 5.21 Westbound shipments only are not to contain food; and
- 5.22 Local laws or NDHQ regulations may prohibit commercial shipment of certain articles not included in this list. Failure of the Contractor to identify and refuse an inadmissible item and as a result is transported will result in a T2 service failure.

Rule 6 Acceptance of Shipper Prepared Items

- 6.1 The Contractor must accept the following items if the Shipper provides the proper packing materials and prepares them in accordance with the manufacturers' instructions, or as outlined below:
 - 6.1.1 Scuba diving tanks must be emptied, the pressure valve removed and a dust cap installed;
 - 6.1.2 Waterbeds must be drained;
 - 6.1.3 Combustion engine fuel tanks must be drained as per the manufacturers' instructions for transportation by air or by sea as applicable;
 - 6.1.4 Indoor articles such as steel shelving, pool tables, elongated work tables, counters, and such must be disassembled and cleaned;
 - 6.1.5 The Shipper must provide the Contractor with instructions on how to disassemble and assemble shanks/wall units, and assist if necessary;

- 6.1.6 The mechanical components of clocks (e.g. grandfather) shall be prepared for shipment by securing the pendulum, removing weights, and securing the chains;
- 6.1.7 CD, VCR, DVD and Blue Ray players or similar items must be prepared for shipment by removing all removable storage media (i.e. discs, tapes and SD cards), if applicable;
- 6.1.8 All batteries must be removed from household items and disposed of appropriately;
- 6.1.9 All mechanical components of pianos must be prepared for shipment;
- 6.1.10 The Shipper must provide the Contractor with the instructions on how to disassemble and assemble home fitness equipment, and assist if necessary; and
- 6.1.11 For safety reasons, the Shipper must provide the Contractor with instructions on how to disassemble and assemble baby cribs/infant beds, and assist if necessary. If the Shipper cannot provide the instructions, the TA will have to ask the Shipper to verbally explain the process.

Rule 7 Items Accepted at Shipper's Risk

- 7.1 The Contractor may accept the following provided the Shipper agrees that the Contractor is not liable for any loss or damage to these items. The Contractor will, however, be liable for any damage these items may cause to other HG&E articles being shipped.
 - 7.1.1 Dried flowers; and
 - 7.1.2 Green ware.

Rule 8 Recreational Vehicles/Other Motorized Equipment

- 8.1 The Contractors must transport the following recreational vehicles and other motorized equipment with the HG&E. Registration documentation and proof of ownership must be obtained to facilitate customs clearance. These lists are not all-inclusive and the Contractor must contact the TA if clarification is required.
 - 8.1.1 Motorcycles;
 - 8.1.2 Motorized tricycles or bicycles;
 - 8.1.3 Mopeds;
 - 8.1.4 Scooters; and
 - 8.1.5 Bicycles.

Rule 9 Items Requiring Specialized Handling

- 9.1 If for safety reasons and/or to avoid unnecessary damage to the residence, it is determined that an item cannot be moved to or from a particular location in the residence without professional handling services, the Contractor must:
- 9.1.1 Identify to the Shipper the items requiring specialized handling during the pre-move consultation; and
- 9.1.2 Inform the DA verbally of the items requiring specialized handling and obtain authorization to proceed.

Rule 10 Alternative to Scaling

- 10.1 The Contractor is required to scale shipments.
- 10.2 When there are no scales recognized by Canada within a 50 miles radius of either origin or destination, the Contractor is authorized to use constructive weight based on 40 pounds per tagged item. The constructive weight calculation, as substantiated by the inventory listing and copy of the survey computed at the time of pre-move, must be confirmed by the appropriate DA (DND, RCMP or PWGSC/CRS). Once confirmed it becomes the actual weight.
- 10.3 The Contractor must ensure that the variance between the estimated weight and the constructive weight is within the parameters detailed in Appendix 2 to Annex A
- 10.4 The Contractor must bundle like items to the maximum extent possible when calculating the constructive weight of a shipment. Examples include:
- 10.4.1 Bed rails are to be bundled in pairs;
- 10.4.2 The ends and sides of baby cribs are to be bundled in pairs;
- 10.4.3 Empty totes are to be stacked and counted as one item;
- 10.4.4 Hockey sticks, skis, brooms, long handled garden tools and other like items are to be bundled together and counted as one item; and
- 10.4.5 Items that could have been packed in cartons will be bundled rather than counted individually.

Rule 11 Storage-in-Transit

- 11.1 The Contractor must provide up to 30 days of SIT as required. This includes handling in, storage and handling out. In addition, to facilitate door to door shipping and reduce the potential for damage claims, whenever cost effective, the shipment is to remain in the container until delivery. Refer to Rule 15. Requests for exceptions are to be authorized by the DA.

Rule 12 Move Delay or Cancellation by Canada

- 12.1 When a move order must be delayed or cancelled, the DA must inform the Contractor in writing and determine the appropriate follow-up action.
- 12.2 If a move order is cancelled prior to pack day, the Contractor will not receive any compensation for this move.

Rule 13 Required Documentation for International Moves

- 13.1 It is the Contractor's responsibility to possess all of the required documentation to allow for the HG&E to be transported across borders. Required documentation includes, but is not necessarily limited to, the following:
- 13.1.1 Photocopy of the Shipper's passport;
 - 13.1.2 Photocopy of Shipper's F&E inventory listing;
 - 13.1.3 Photocopy of Shipper's Military Identification; and
 - 13.1.4 Photocopy of the Shipper's posting instruction.

Rule 14 Moves to/from Locations Not Otherwise Specified

- 14.1 This rule applies when the shipment of HG&E involves locations where only third party service providers can reach origin and/or destination.
- 14.2 For each move order the Contractor must:
- 14.2.1 Liaise closely with the DA to identify the optimal routing and mode of transport taking into consideration cost-effectiveness and the availability of third party service providers;
 - 14.2.2 Obtain three approximate cost estimates taking into consideration the available routes and modes of transport, and provide them to the DA;
 - 14.2.3 Confirm with the DA the selected estimate;
 - 14.2.4 Complete the DND, RCMP AND PWGSC/CRS approved transportation plan (TP) and submit it to the DA for approval no later than 7 days after receipt of the move order;
 - 14.2.5 Manage and execute the move order as detailed in the TP ensuring the sub-contractors are aware and are prepared to accommodate the required services;
 - 14.2.6 Follow-up with the third party service provider to confirm conformance to the TP; and
 - 14.2.7 Ensure that RCP is in effect for all phases of the move.

Rule 15 Sea Containers/Lift Vans

- 15.1 Sea Containers/Lift Vans are to be stuffed at the origin residence and destuffed at the destination residence.
- 15.2 The Contractor shall ensure that the containers and chassis are in good condition to be used for the movement of HG&E. The Container shall be clean, odor free and waterproof.

Appendix 2 – Weight Estimating Process

1.0 Weight Estimating Process

The Contractor must keep in mind that the Shippers have a weight limitation depending on the type of lodging they will occupy and for any extra weight (i.e. above entitlement), the extra cost is recovered from the Shipper. Consequently it is very important that the Contractor produces accurate weight estimates for all of the Shipper's HG&E.

2.0 Pre-Move Consultation and Weight Estimation

The room-by-room weight estimation process will begin with physical pre-move survey. The pre-move survey is the sole method of obtaining the weight estimate.

3.0 Weight Estimations Accuracy and Variance Allowances

3.1 Verifications of Contractor weight estimations will be conducted as indicated below:

3.1.1 For shipments that are weighed in accordance with Annex A, 4.7 and 4.8:

- a. In the first year of the contract the DAs will perform an analysis to determine the variance between the actual and estimated weights. Any shipment with a variance greater than 20%, the Contractor will be requested to investigate and formally inform the appropriate move consultant(s) of the shortfall;
- b. In the second and subsequent years of the contract, the DAs, will continue to perform random analysis. Any shipment with a variance between actual and estimated weights which is greater than 15%, the Contractor will have to submit in writing a plan to remediate and improve the estimate process; and
- c. This process will continue until and the DAs are confident that variances are within the tolerance limit of less than 10%.

3.1.2 For shipments where constructive weight is permitted in accordance with Appendix 1 to Annex A, Rule 10.

Appendix 3 - Transit Time Guide (TTG)

1.0 Transit Time Guide (TTG)

- 1.1 Transit times set out in this TTG reflect the maximum number of calendar days for a shipment to be delivered.
- 1.1.1 Days of loading and unloading are included in the TTG. The time associated with unpacking is not included in the TTG;
- 1.1.2 The TTG is inclusive of port and customs clearances. If CBSA (or equivalent) puts a hold on a shipment, the DA must be immediately advised. If necessary, the DA may authorize a TTG extension;
- 1.1.3 Where a TTG maximum falls on a weekend or a statutory holiday, the entire TTG window will be delayed to commence delivery the next business day;
- 1.1.4 A revised TTG is required when a DSR is changed; and
- 1.1.5 TTG extensions will not apply in the event of a mechanical breakdown.

2.0 Transit Time Guide Tables

- 2.1 The TTG defined below is for **sea shipments** to and from locations in Europe and UK based on the following zones:
- 2.1.1 For shipments to and from Zone 7 and shipments of 2,500 lbs or less **add 5 days** to the TTG chart;
- 2.1.2 For PMV shipments to Zone 6 add 5 days and to Zone 7 add 8 days to the Estimated TTB table below.

Zone	Region	Estimated TTG (Days)
1	British Columbia	45
2	Alberta	42
2	Manitoba	41
2	Saskatchewan	41
3	Ontario	32
3	Quebec	32
4	New Brunswick	39
4	Nova Scotia	40
4	Prince Edward Island	40
5	Northwest Territories	48
5	Yukon	50
5	Newfoundland	44

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2.1.3 Western Europe and UK:

Zone	Regions Included
6	United Kingdom, Germany, Northern France (including Paris), Denmark, Belgium, Netherlands, Austria and Luxembourg
7	Southern France (South of Paris) Italy and Norway, Switzerland, Spain, Portugal, Poland, Turkey, Cyprus and Hungary

2.1.4 The TTG defined below is for **Air Shipments** to and from locations in Europe and UK based on the following zones:

Zone	Region	Estimated TTG (Days)
1	British Columbia	14
2	Alberta	14
2	Saskatchewan	15
2	Manitoba	15
3	Ontario	14
3	Quebec	14
4	New Brunswick	15
4	Nova Scotia	14
4	Prince Edward Island	15
5	Northwest Territories	16
5	Yukon	16
5	Newfoundland	16

Appendix 4 - Packing and Wrapping Standards

1.0 Packing Materials and Standards

The following standards are to be used as a minimum standard that the Contractor must adhere to. A higher industry standard can be used to provide better service to our members, to prevent damages to the goods and to facilitate entry into the host country:

- 1.1 All wood used for crating and bracing must properly treated and stamped. All packing containers and materials will be in new or sound condition and adequate for their intended use. They must be dry, clean, and free from vermin, acid, paint, grease, and all other substances injurious to the articles packed. If material is not new, then all marks pertaining to any previous usage will be completely obliterated prior to reuse. Only new material must be used for packing mattresses, box springs, linens, bedding and clothing. Egg crates, orange crates, and similar types of containers shall not be used.
- 1.2 SEA CONTAINERS: Sea containers, of standard dimensions (20 ft or 40 ft) must be free of defect, into which packed household items are loose loaded, with bracing and bulkhead construction when required. The contractor must use plywood and 2 x 4 lumber to build the bulkhead to properly secure the shipment.
- 1.3 SEA LIFT VANS: Sea lift vans shall be constructed entirely from new plywood with a 2 inch by 4 inch wooden frame with proper stamp showing. Skids must be attached to the bottom of the lift van so it can be handled by a forklift, and lined with water-resistant paper and caulked as necessary to keep the goods dry. Steel straps must be place around the outside to secure the lift van.
- 1.1 INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) STANDARD AIR CONTAINERS: IATA Air Standard Containers must be used for air shipments unless the risk of pilferage or rough handling makes using these containers impractical. If there is a risk of pilferage or rough handling, air lift vans shall be used at no additional cost to Canada.
- 1.2 AIR LIFT VAN: Air lift vans must be constructed entirely from new plywood with a 2 inch by 4 inch wooden frame with proper stamp showing. Skids must be attached to the bottom of the lift van so it can be handled by a forklift, and lined with water-resistant paper and caulked as necessary to keep the goods dry. Steel straps must be place around the outside to secure the lift van.
- 1.3 CRATES: Crates may be made of lumber, plywood or solid fiber and will be well-manufactured and free from imperfections that will affect their utility. Size and spacing of nails will be in accordance with the best commercial practice. All unclenched nails will be either cement coated or chemically etched.
- 1.4 CARTONS: Cartons constructed of solid or corrugated fiberboard will have a minimum average bursting strength of 200 pounds per square inch. With the exception of mattress cartons, the total of the inside dimensions of the carton (length + width + depth) will not exceed 75 inches with a maximum weight limitation of 65 pounds.
- 1.5 FIBER DRUMS, DISH PACKS, AND CARTONS: Fiber drums, dish packs, or cartons with a capacity of not less than five cubic feet will be of a minimum bursting strength of 400 pounds per square inch. The sum of the interior horizontal and vertical girths will be not less than 170 inches for fiber drums, or other drum-type containers. Not more than 150 pounds of material will be packed therein and the containers must be securely sealed and marked

"THIS END UP". Corrugated containers may be used in lieu of drum-type containers.

- 1.6 FILLER AND PADDING: Good quality cellulose wadding, fiberboard, corrugated fiberboard, styrofoam, or kraft-type paper will be used as a filler or padding for general packing.
- 1.7 WRAPPING PAPER: All wrapping paper will be kraft-type of not less than 30-pound weight except as otherwise specified.
- 1.8 PAPER - WAXED OR TREATED: All waxed paper will be manila wax or equivalent of not less than 30-pound weight. Treated paper will be of "butcher" paper type, free from creases and folds.
- 1.9 PLASTIC MATTRESS BAGS: Bags will be a minimum plastic thickness of 5 mm.

2.0 General Packing Standards

- 2.1 Packing Standards of HG&E must be in accordance with normal sea/air standards. Under no circumstances must the packing service be less than the following standard:
 - 2.1.1 Assemble cartons by inverting, folding in flaps and placing one or two long pieces of plastic packing tape across the centre seam and one piece along each side seam. Do not cover any printing;
 - 2.1.2 Place loosely crumpled filler in carton bottom to make a bottom cushion prior to filling a carton. Fill all empty spaces with small items or filler. Leave no gaps in the carton to minimize crushing. Leave 1/4 to 1/2 inch of space at the top of the carton and fill this space with filler to make a top cushion. Snugly fit items to prevent shifting and label the cartons clearly with the Shipper's name, the contract number, the room location, and a general description of contents. When closed, the carton's top or sides should neither bulge nor sag. Tape the top seams securely. Mark "unpack first" on cartons containing set-up items needed right away at destination;
 - 2.1.3 Wrap all fragile or breakable items in tissue paper in such a manner that they are fully protected. Write "fragile" on the carton only if items are truly fragile; and
 - 2.1.4 After packing, cartons must be closed and either glued, stapled (provided specialized stapling machines are used), or sealed by taping lengthwise at the joint on top and bottom. Cartons will be stacked in an upright position so as to minimize crushing;
- 2.2 The Contractor must crate HG&E when deemed necessary. When a Shipper elects to have an item crated that the Contractor would not normally crate, it will be at the Shipper's expense;
- 2.3 Crates may be used in lieu of cartons when determined by the Contractor as being necessary to ensure protection, safe movement, and storage of related articles;
- 2.4 The Contractor must protect all finished surfaces and edges to prevent scratching, denting or marring;
- 2.5 When packing of fragile items has been completed and free space remains, such space may be used for packing other light items;
- 2.6 Plastic mattress bags shall be a "one-time use only" item; and

- 2.7 The use of the Shipper's tables or other similar flat surfaces to stage and pack materials is discouraged. When no other options are available the Shipper's property is to be carefully protected to prevent damage. Similarly, when heavy items, such as flat screen televisions, are being removed from their stand, care is to be taken not to mar the surface when lifting.

3.0 HG&E Packed by Shipper

- 3.1 Any containers packed by the Shipper (PBO) may be repacked by the Contractor. If the Contractor chooses not to repack a container, the Contractor will remain liable for the packed items. The Shipper must allow the Contractor to repack all PBO containers.

4.0 Specific Packing Standards

- 4.1 Appliances: Small appliances must be free of any liquids. Covers and openings shall be secured with masking tape. Wrap cords, handles, and other components separately and tape them to the appliance. Wrap the whole appliance in kraft-type paper.
- 4.2 Beds/Mattresses:
- 4.2.1 Conventional Mattresses: Mattresses and box springs must be slid from the bed into a mattress carton or mattress bag, which is then taped tightly shut.
- 4.2.2 Memory Foam Mattresses: Tempur-Pedic or comparable mattress(s) must be placed in a mattress carton which is taped tightly shut and shipped horizontally with nothing on top to compress the mattress.
- 4.2.3 Waterbeds: The assembly and disassembly of waterbed frames is the Contractor's responsibility.
- 4.3 Books: Special volumes must be individually wrapped in tissue paper and packed on their edge. Valuable books (e.g. leather bound, family heirlooms, etc.) must be wrapped separately in tissue paper with sufficient cushioning to prevent crushing or damage to the cover or bindings.
- 4.4 Carpets, Rugs, Mats, and Underlay: Rugs and carpets shall be rolled. Carpets, rugs, and mats in excess of 6 ft by 6 ft must be rolled separately in a rigid solid tight roll and tied or taped at approximately three foot intervals. Underlay must be either rolled and tied separately or rolled together with the rug and separated from the rug by 60 pound Kraft paper. Where an underlay is in such deteriorated condition that it cannot be rolled, the condition must be clearly identified on the inventory. Tape, when used, cannot be applied directly to the carpet, rug, mat or underlay.
- 4.3 China, Glassware, Statuary, Figurines, Dishes and Glassware: These items are to be packed in a Dish pack. First place a corrugated divider in the bottom then insert the cell layer. Heavier items like glasses (but not stemware) must be packed on the bottom. Place corrugated dividers on top of each completed layer and continue for three layers. Glassware, statues and figurines are to be wrapped using a double thickness of kraft-type paper. Lay the item on its side, on the diagonal near centre of paper and bring the corner of the paper over it. Lay a second item on its side next to the first one and fold both sides of paper toward the centre and roll loosely together. Place package in a cell in the Dish pack.
- 4.3 Chinaware, Glassware, Crockery, Lamps, Clocks, Jardinières, Statuary, Vases, and

Bric-a-brac: Each china carton, barrel, drum or specially designed fibre container must be padded in the bottom with sufficient unprinted kraft-type paper, or other adequate cushion material. Items must be wrapped separately, except groups of flat items which must be properly divided, bundled and cushioned. Barrels, fibre drums, and other containers must be packed as compactly as possible. Small bric-a-brac items should be appropriately and conspicuously marked in order to readily identify the wrapped item from wads of paper filler.

4.4 Clothing:

4.7.1 Clothing articles which are stored in the home on hangers must be hung in a wardrobe carton. Plastic garment bags must be removed. Clothes are not to be jammed into the wardrobe carton. Tape all seams securely. Empty hangers are to be packed in a separate carton;

4.7.2 Loose items cannot be placed in the bottom of wardrobe carton. Items such as umbrellas, guitars or other musical instruments, canes, and swords may be packed in a wardrobe carton so long as they are wrapped and properly secured; and

4.7.3 Folded clothes may be removed from drawers and packed neatly into appropriate sized cartons that have been lined at the bottom with kraft-type paper. All small, loose items in the drawers must be wrapped and packed. Note: The Contractor may choose to leave articles in drawers if considered safe to do so.

4.8 Crawl Spaces and Attics: The Contractor must pack all items located in the crawl spaces and attics only when the Shipper makes the items accessible and provides a safe area to perform the services.

4.9 Cups: Cups are to be wrapped using a double thickness of kraft-type paper or tissue paper. Place the cup upside down with the handle to the right, near centre of paper. Wrap the corner of paper over the cup. Lay a second cup over the first, handle to the left and fold in the right and left corners. Roll and loosely wrap.

4.8 Dried and Canned Food: the Contractor may ship dried goods and canned goods (Eastbound only). Opened dried-good boxes are to be taped shut. Once packed, the Contractor accepts liability for any damage that may result.

4.9 Electronics:

4.11.1 The Contractor must pack larger electronics components in the original shipping cartons if the Shipper makes them available. If not, they are to be wrapped and packed in an appropriate sized carton as outlined below.

4.11.2 Computers: Computers must be packed using static-free materials (Note: standard bubble wrap and packing peanuts are NOT static-free). Create a base layer of kraft-type paper, place the computer on top of layer then surround the sides and the top with more wadded kraft-type paper until it is firmly packed. Seal the carton shut with packing tape. Follow the same steps for monitors, keyboards, and printers. All manuals, software, cables must be packed in a separate carton.

4.11.3 VCR/ CD/DVD/Blue Ray players: Layer the bottom of the carton with wadded kraft-type paper. Place the player on top of the kraft-type paper padding and continue to pad all the sides and the top of the player with wadded kraft-type paper until the carton is full. Seal it shut with packing tape. Pack the VCR tapes and discs in separate small cartons suitable for books.

- 4.11.4 Cathode Ray Tube TVs and similar typed computer monitors: Layer a cushion of crumpled kraft-type paper on the bottom and the top of the carton. Fill all empty spaces with crumpled paper until the sides of the carton are firm, but not bulging.
- 4.11.5 LCD, LED, Plasma and next generation TVs and similar type computer monitors:
- a. Less than 42 inches - Wrap the TV in moving blankets and secure it with packing tape. Place some filler in the bottom of the carton and carefully lower the TV into carton. Push down on it a little to make sure there is enough packing on the bottom of the carton. Place filler around the TV to secure the TV in the carton. Cords and remote controls must be wrapped and placed in the filler on the top of the carton. Tape the carton shut and place "Fragile" stickers on every side of the carton.
 - b. 42 inches and above - Wrap the TV in moving blankets and secure it with packing tape and then crate the TV.
- 4.12 HG&E requiring instructions (i.e. Exercise equipment, baby cribs):
- 4.12.1 The Shipper is responsible to assemble/disassemble baby cribs or exercise equipment based on the manufacturer's instructions with the assistance of the Contractor if necessary.
- 4.12.2 All components are to be wrapped and placed in appropriate sized cartons
- 4.13 Firearms: Non-restricted firearms are to be shipped in accordance with the Criminal Code of Canada, the Federal Firearms Act and applicable Provincial regulations ([Http://laws.justice.gc.ca/en/F-11.6/SOR-98-209/index.html](http://laws.justice.gc.ca/en/F-11.6/SOR-98-209/index.html)). It is the Shipper's responsibility to meet the permit requirements of the destination country. All firearms must be placed in a readily accessible part of the container or lift van to facilitate inspection by customs personnel. The Contractor must pack all firearms in the presence of the Shipper.
- 4.14 Footwear:
- 4.14.1 Unboxed shoes must be wrapped in pairs (separating mates with paper) with tissue or kraft type paper and packed in a medium sized carton.
- 4.14.2 Boxed shoes must remain in the original packaging and be placed in a medium-sized carton.
- 4.15 Fragile Items: Artificial flowers and house plants must be packed into the top layers of a Dish pack. To make an appropriate sized cell, fold back the cell dividers, and make a nest of crumpled filler to support and suspend the base and to prevent shifting. Place the arrangement in the nest, supporting the sides and the top with crumpled filler.
- 4.16 Garages (sheds) or patio area contents: **The Contractor must ensure that all outdoor equipment, tools, toys and furniture are thoroughly cleaned and free of any soil before accepted for shipping.** The Contractor must pack all items located in the garage into cartons where appropriate. This includes small yard toys, sporting equipment, hiking boots, camping equipment, collapsible chairs, paddles, tricycles or other related items.
- 4.16.1 Patio furniture: Chairs are to be stacked, nested and cushions placed in appropriately sized cartons. Glass topped tables are to be treated as per the mirror packing standard.

- 4.16.2 Outdoor planters, watering containers, pots, and related items must be wrapped and packed in appropriate sized cartons.
- 4.17 Garden Tools/Motorized Yard Equipment:
- 4.17.1 Long handled tools must be bundled together with packing tape. Pad the bundles if necessary to prevent damage to other items.
- 4.17.2 Attachments must be removed from power tools, wrapped and packed securely in an appropriate sized carton. Use kraft-type paper to fill the empty spaces.
- 4.17.3 Wrap small hand tools separately or leave them in tool boxes, filling spaces with crumpled paper. Wrap loose tools and pack them in an appropriately sized carton with other tools.
- 4.17.4 The Contractor must ensure the Shipper has drained all the fuel and oil from lawn mowers, powered hedgers, weed trimmers, or similar items containing fuel and oil.
- 4.18 Grandfather Clocks: Clock weights and pendulums must be packed in a carton which is clearly annotated. The Contractor must wear cotton gloves when handling the weights to prevent tarnishing. The clock cabinet must be wrapped in moving blankets and crated appropriately.
- 4.19 Kitchenware: All kitchenware must be padded and placed in cartons.
- 4.20 Lamps: Line an appropriately sized carton or dish pack with tissue paper, leaving a sufficient amount hanging over the sides to cover the shade. Handling the shade by its wire frame, place it in the carton and cover it with tissue paper. Pack crumpled tissue paper around the sides and fold into the lining. Remove the light bulb and the lamp harp from the lamp base. Wrap all the components separately in kraft-type paper. Place the base upright, bottom first, along with the harp in an appropriate sized carton. Lampshades may be nested with the base if there is sufficient room, with the exception of silk lampshades which must never be nested and must be packed separately from all other items.
- 4.21 Linen: Bedding or linens must be folded and placed in cartons. Fine linens (silk, Irish linen, etc.) must be wrapped in tissue paper before packing.
- 4.22 Mirrors, Pictures, Paintings, Glass Table Tops, and Stone Table Tops: Mirrors, glass table tops, large glass faced pictures, and all other glass articles of this type must be wrapped and packed in a crate, or a carton which is specially designed and used by the moving industry for that purpose. Place masking tape diagonally across the glass to form an X. Do not let the tape touch any area of the item. Fold the corrugated cardboard inserts snugly along the top, bottom and sides. Let the side inserts project past the ends, and bend them over the corners. Fit four carton sections firmly around the piece. Tape all the edges together securely. Pack only one mirror or picture per carton. Paintings without glass protection are to be packed in such a manner as to avoid contact with any material which could damage the surface of the painting. Stone table tops must be packed separately.
- 4.23 Plates, saucers, bowls, and other similar items: These items are to be wrapped using a double thickness of kraft-type. Place a plate slightly beyond the centre of the paper stack. Fold the paper over the plate, leaving a good overlap. Place another plate on top of the first and bring the overlap back over the second plate. Before adding a third plate, pick up another double thickness of paper. Fold this along with the remaining overlap over third plate. Continue for

the fourth and fifth plates. For small plates use four to six plates per package. Then pick up another double layer of paper, fold it over top. Fold in the right and left corners and loosely roll plates into compact package. Pack plates in the Dish pack on their edges.

- 4.24 Pots, Pans and Cutlery: Pots, pans and baking trays are to be wrapped individually with smaller items nested into the larger ones. Wrap cutlery in bundles and place them in a dish pack.
- 4.25 Recreational Vehicles: the Contractor must:
- 4.25.1 Ensure the Shipper has drained the fuel tank to have no more than ¼ tank of fuel, disconnected the battery and the recreational vehicle does not have any leakage.
- 4.25.2 Crate motorcycles and other high value recreational vehicles to prevent damage while in transit and to eliminate damage to other HG&E items. The vehicle must be properly secured within the crate to minimize movement. The crate or crates must be properly secured in the container and be loaded last to facilitate access when an inspection is required.
- 4.26 Silverware: Each item of silverware, silver ornamentation, or brass/copper will be completely wrapped in non-tarnish tissue paper. If there is a silver chest, place the wrapped flatware in it and pack the wrapped chest in appropriate size carton. Wrap larger serving pieces such as teapots in tissue paper or silver bags and place them into a Dish pack.
- 4.27 Stemware and other fragile items: These items are to be wrapped individually in tissue paper and placed only in top layer of Dish pack. A double thickness of tissue paper is folded into the glass and the item is loosely rolled. Place glasses in the Dish pack stem side up.
- 4.28 Tables and Chairs:
- 4.28.1 Where possible table legs must be removed, wrapped in padding and bundled. The bundle shall be taped together taking care not to allow the tape to touch the table legs. Ensure the hardware for the legs is re-attached to the bottom of the table.
- 4.28.2 Wrap the table top with padding and tape it in place. All table leaves are to be removed, wrapped in padding and bundled.
- 4.28.3 Wrap chairs in padding and tape in place taking care not to allow the tape to touch the furniture.

Appendix 5 – Meetings

1.0 Progress Review Meetings (PRMs)

- 1.1 Meetings will be held in Ottawa, or other mutually agreeable locations, to review Contractor performance and to address any arising issues. The DND DA will chair these meetings, with attendance by the RCMP DA, CRS DA, Contracting Authority, DND Procurement Authority and Contractor's representatives as required. Specific agenda items may be proposed to the DND DA in advance by any of the attendees.

These meetings will provide feedback regarding overall performance as well as identification and resolution of outstanding issues. The Contractor must provide a report on the quality assurance improvement activities advanced during the preceding period. If the Chairman determines that the required CI initiatives are not having the desired effect, a separate ad hoc (out of cycle) meeting will be convened.

A record of discussion will be prepared by DND and forwarded to each attendee for their review and concurrence. This document will include an Action Table of items requiring follow-up attention. The Contractor is expected to follow-up appropriately on any assigned action items.

For planning and scheduling purposes the following annual cycle outlines the key steps in this PM and CI review process:

- 1.1.1 Ideally, the 1st Wednesday of May Each Year
- 1.1.2 Ideally, the 2nd Wednesday of September Each Year

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ANNEX B

BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for work performed pursuant to the Contract.

1.0 General

1.1 All amounts in this section are quoted in Canadian dollars.

1.2 Invoices must be submitted in Canadian dollars and must be paid in Canadian dollars.

2.0 Rates

The rates for moves to, and from points in Europe and the UK have been developed on the basis of 7 zones, 5 in Canada and 2 in Europe. The rates will be based on per hundred weight (cwt). The zones are as follows:

2.1 ZONES IN CANADA:

Zone	Regions Included
1	British Columbia
2	Alberta, Saskatchewan, Manitoba
3	Ontario & Quebec excluding Northern Area
4	Maritimes
5	Newfoundland, Northern Ontario beginning outside of the local area of North Bay, Northern Quebec beginning north of the local area of CFB Bagotville, Northwest Territories and Yukon.

Note: Shipments to/from Continental USA, including PMV's and Air Priority Shipments, will be on an actual cost-plus basis with the administrative fee applied as defined for "Locations Not Otherwise Specified."

2.2 ZONES IN EUROPE AND UK:

Zone	Regions Included
6	United Kingdom, Germany, North- France including Paris, Denmark, Belgium, Netherlands, Austria
7	South France (South of Paris) Italy and Norway, Switzerland, Spain, Portugal, Poland, Turkey, Cyprus

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2.3 Personal Motor Vehicles (PMV)

The vehicle classes for the above historical PMV shipment data were as follows:

Class	Description
Class I	All passenger cars. Less than 1.60 M in height and Max 14 cubic meters (CBM)
Class II	All mini-vans, sport utility vehicles except Ford Expedition, Navigator, Excursion and Chev/GMC Tahoe, Yukon & Suburban. Less than 2.00 M in height and Max 17 CBM
Class III	All large sport utilities (Ford Expedition, Navigator, Excursion and Chev/GMC Tahoe, Yukon & Suburban), pickups, larger van and all other oversized vehicles up to ¾ ton rating. Greater than 2.00M in height and Max 25 CBM

3.0 Westbound

3.1 LIFTVAN SHIPMENTS FROM UK AND EUROPE (ZONE 6 AND 7)

Charges (Rates/cwt):

From Zone "6" to	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

From Zone "7" to	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

3.1.1 Rates include the pre-move consultation; pre-packing; packing; physical handling of HG&E between the residence and the conveyance; loading; Inland transportation in Europe and Canada, Ocean charges, waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; up to 30 days of SIT if required; document preparation, and any other services that are required to execute the move that may not be otherwise specified.

3.1.2 Minimum weight 500 lbs;

3.1.3 Rates to be applied to the Total Net Weight (excluding Air Priority Shipments);

3.1.4 Terminal charges when applicable will be as per actual invoices paid to third party;

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3.1.5 Repack after Custom Inspections \$ **x.xx**/cwt. This will apply will only apply if the shipment of HG&E is unloaded in a warehouse for inspection by Customs.

3.2 LOOSE LOAD SHIPMENTS FROM UK AND EUROPE (Zones 6 and 7)

Charges (Rates/cwt):

From Zone "6" to	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

From Zone "7" to	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

3.2.1 Rates include the pre-move consultation; pre-packing; packing; physical handling of HG&E between the residence and the conveyance; loading; Inland transportation in Europe and Canada, Ocean charges, waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; up to 30 days of SIT if required; document preparation, and any other services that are required to execute the move that may not be otherwise specified.

3.2.2 Minimum Weight: 500 lbs; (Apply only to sea shipments)

3.2.3 Rates to be applied to the Total Net Weight (excluding Air Priority Shipments);

3.2.4 When applicable, terminal charges will be as per actual invoices paid to third party; and

3.2.5 Repack after Custom Inspections \$ **x.xx**/cwt. This will only apply if the shipment of HG&E is unloaded in a warehouse for inspection by Customs.

3.3. SEA AND AIR SHIPMENTS FROM LOCATIONS NOT OTHERWISE SPECIFIED

Lift Vans - Rate/CWT:

TO	From N.O.S Locations	Destination Services - HG&E
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

Loose Loads - Rate/CWT:

TO	From N.O.S Locations	Destination Services - HG&E
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

Air Shipments - Rate/CWT:

TO	From N.O.S Locations	Destination Services - HG&E
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

3.3.1 Rates include the physical handling of HG&E between the conveyance and the residence, inland transportation, waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; up to 30 days of SIT if required; document preparation, and any other services that are required to execute the move that may not be otherwise specified.

3.3.2 Minimum Weight: 500 lbs; (Apply only to sea shipments)

3.3.3 Rates to be applied to the Total Net Weight (excluding Air Priority Shipments);

3.3.4 The majority of shipments from a LNOS will be moved by sea, except for some locations where the Contractor will be directed to use air freight. Contractor must

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obtain three quotes for the sea or air movement of HG&E and for a PMV, Inland transport and origin services. Contractor must submit for approval original quotes obtained or provide justification when fewer than three quotes were obtained. Quotes must to be reviewed and approved by the DA prior to commencement of services. Sea or air freight quotes for HG&E and for PMV must include the TTG and it must be adhered to. These quotes, as well as the actual invoices paid to third parties, shall be submitted with the invoices for the move. The Contractor, on occasion, may request their sub-contractors to obtain quotes on their behalf. Canada will only pay the actual cost paid t the third party service provider and the admin fee will be applied as per para 12.5;

- 3.3.5 When applicable, terminal charges will be as per actual invoices paid to third party;
- 3.3.6 Repacking after Customs Inspection: \$ x.xx/cwt. This will only apply if the shipment of F & E is unloaded in a warehouse for inspection by Customs.
- 3.3.7 Foreign Currency Protection (FCP) will not apply.

3.4 VEHICLE SHIPMENTS FROM UK, CONTINENTAL EUROPE

Door to Door, all inclusive Rates

TO	FROM ZONE '6'		
	Class I	Class II	Class III
Zone 1	\$xx.xx	\$xx.xx	\$xx.xx
Zone 2	\$xx.xx	\$xx.xx	\$xx.xx
Zone 3	\$xx.xx	\$xx.xx	\$xx.xx
Zone 4	\$xx.xx	\$xx.xx	\$xx.xx
Zone 5	\$xx.xx	\$xx.xx	\$xx.xx

TO	FROM ZONE '7'		
	Class I	Class II	Class III
Zone 1	\$xx.xx	\$xx.xx	\$xx.xx
Zone 2	\$xx.xx	\$xx.xx	\$xx.xx
Zone 3	\$xx.xx	\$xx.xx	\$xx.xx
Zone 4	\$xx.xx	\$xx.xx	\$xx.xx
Zone 5	\$xx.xx	\$xx.xx	\$xx.xx

Required Services Include:

- 3.4.1 At Origin: accepting vehicle at origin, completion of the vehicle condition report (VCR), cleaning to CFIA standard or equivalent foreign agency requirements, loading, blocking and bracing in accordance with the shipping method selected, inland transportation within Europe, inland transportation within Canada, ocean freight charges, document preparation and any other services that are required to execute the move that may not be otherwise specified.
- 3.4.2 At Destination: monitoring shipment of PMV to meet TTG, customs manifest and/or customs abstract, making vehicle available for CFIA inspection or equivalent foreign agency inspection, removal of blocks and braces and unloading the vehicle from the container, if required, hold the vehicle in a bonded facility while the shipper clears the vehicle through CBSA or the equivalent foreign agency, making documentation

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available for the shipper to clear customs, vehicle cleaning prior to inspection by the shipper, vehicle inspection with the shipper with the VCR completed at origin, annotating any new damage and handover of the vehicle to the shipper at residence. The rate will cover any other services that are required to execute the move that may not be otherwise specified.

3.4.3 Secure storage for up to 30 calendar days.

3.4.4 Foreign Currency Protection (FCP) will apply.

3.4.5 For vehicles being transported from a LNOS to Zones 1 through 7, the following rate will apply:

- a. Rate includes acceptance of vehicle at destination, unload container as required, completion of the vehicle condition report (VCR), cleaning to meet the requirements of CFIA or equivalent agency overseas, transport and handover the vehicle to the shipper at residence, secured storage for up to thirty (30) days and documentation preparation.

Firm all inclusive rate

\$xx.xx CDN

4.0 Eastbound

4.1 LIFTVAN SHIPMENTS TO CONTINENTAL E UK AND EUROPE (ZONES 6 and 7)

Charges (Rates/CWT):

To Zone "6" From	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

To Zone "7" From	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

- 4.1.1 Rates include the pre-move consultation; pre-packing; packing; physical handling of HG&E between the residence and the conveyance; loading; Inland transportation in Europe and Canada, Ocean charges, waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; up to 30 days of SIT if required; document preparation, and any other services that are required to execute the move that may not be otherwise specified.

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4.1.2 Minimum weight: 500 lbs; (applies only to sea shipments)

4.1.3 Rates to be applied to the Total Net Weight (excluding Air Priority Shipments).

4.2 LOOSE LOAD SHIPMENTS TO UK AND EUROPE (ZONES 6 and 7)

Charges (Rates/CWT):

To Zone "6" From	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

To Zone "7" From	Origin Services	Destination Services
Zone 1	\$x.xx/cwt	\$x.xx/cwt
Zone 2	\$x.xx/cwt	\$x.xx/cwt
Zone 3	\$x.xx/cwt	\$x.xx/cwt
Zone 4	\$x.xx/cwt	\$x.xx/cwt
Zone 5	\$x.xx/cwt	\$x.xx/cwt

4.2.1 Rates include the pre-move consultation; pre-packing; packing; physical handling of HG&E between the residence and the conveyance; loading; Inland transportation in Europe and Canada, Ocean charges, waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; up to 30 days of SIT if required; document preparation, and any other services that are required to execute the move that may not be otherwise specified.

4.2.2 Minimum weight: 500 lbs; (applies only to sea shipments)

4.2.3 Rates to be applied to the Total Net Weight (excluding Air Priority Shipments).

4.3 SEA AND AIR SHIPMENTS TO LOCATIONS NOT OTHERWISE SPECIFIED

Lift Vans - Rate/CWT

FROM	To N.O.S Locations	Origin Services
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

Loose Loads - Rate/CWT

FROM	To N.O.S Locations	Origin Services
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

Air Shipments - Rate/CWT

FROM	To N.O.S Locations	Origin Services
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

- 4.3.1 Rates include the pre-move consultation; pre-packing; packing; physical handling of HG&E between the residence and the conveyance; loading; Inland transportation in Canada or Europe, waiting time; shuttle service; parking permits; hoisting; lowering; rigging; up to 30 days of SIT if required; document preparation, and any other services that are required to execute the move that may not be otherwise specified.
- 4.3.2 Minimum weight: 500 lbs; (applies only to sea shipments)
- 4.3.3 Rates to be applied to the Total Net Weight (excluding Air Priority Shipments);
- 4.3.4 The majority of shipments to a LNOS will be moved by sea, except for some locations where the Contractor must obtain three quotes for the sea or air freight movement of HG&E and for a PMV, inland transportation and destination services. The Contractor shall submit original quotes obtained or provide justification when fewer than three

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quotes were obtained. Quotes must be reviewed and approved by the DA prior to the commencement of services. Sea or air freight quotes for HG&E and PMV must include the TTG which shall be adhered to. These quotes, as well as the actual invoices paid to third parties, shall be submitted with the invoices for the move. The Contractor on occasion, may request their sub-contractors to obtain quotes on their behalf. However, Canada will only pay the actual cost paid to the third party service provider and the admin fee will be applied as per para 12.5. A copy of these paid invoices must be submitted with the final invoice.

4.3.5 Foreign Currency Protection (FCP) will not apply.

4.4 VEHICLE SHIPMENTS TO UK, CONTINENTAL EUROPE

Door to Door all inclusive rates:

FROM	TO ZONE '6'		
	Class I	Class II	Class III
Zone 1	\$xx.xx	\$xx.xx	\$xx.xx
Zone 2	\$xx.xx	\$xx.xx	\$xx.xx
Zone 3	\$xx.xx	\$xx.xx	\$xx.xx
Zone 4	\$xx.xx	\$xx.xx	\$xx.xx
Zone 5	\$xx.xx	\$xx.xx	\$xx.xx

FROM	TO ZONE '7'		
	Class I	Class II	Class III
Zone 1	\$xx.xx	\$xx.xx	\$xx.xx
Zone 2	\$xx.xx	\$xx.xx	\$xx.xx
Zone 3	\$xx.xx	\$xx.xx	\$xx.xx
Zone 4	\$xx.xx	\$xx.xx	\$xx.xx
Zone 5	\$xx.xx	\$xx.xx	\$xx.xx

Required services include:

4.4.1 At origin: accepting vehicle at origin, completion of the vehicle condition report (VCR), cleaning the vehicle to CFIA standard or equivalent foreign agency, loading, blocking and bracing in accordance with the shipping method selected, inland transportation within Europe, inland transportation within Canada, ocean freight charges and document preparation. The rates will cover other services that are required to execute the move that may not be otherwise specified.

4.4.2 Destination: monitoring the shipment of the PMV to meet the TTG, customs manifest and/or customs abstract, making the vehicle available for CFIA inspection(s) or equivalent foreign agency, removal of blocks and braces and unloading the vehicle from the container, if required, hold the vehicle in a bonded facility while the Shipper clears the vehicle CBSA or equivalent foreign agency, make documentation available for the Shipper to clear customs, arranging for vehicle cleaning prior to inspection by the Shipper, vehicle inspection with the Shipper with the VCR completed at origin, annotate any new damage and handover of the vehicle to the Shipper at residence. The rates will cover other services that are required to execute the move that may not be otherwise specified.

4.4.3 Secure storage for up to 30 calendar days.

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4.4.4 Foreign Currency Protection (FCP) will apply.

4.4.5 For vehicles being transported from Zones 1 through 7 to a LNOS, the following rate will apply:

- a. Rate includes acceptance of the vehicle at origin, completion of the vehicle condition report (VCR), cleaning to meet the agricultural requirements of the receiving country, secured storage for up to thirty (30) days and documentation preparation.

Firm All inclusive Rate

\$xx.xx CDN

Loading, blocking and bracing in the container as required to prevent shifting while in transit

\$xx.xx CDN

5.0 Air Priority Shipments Transportation Rates To and From UK and Europe

5.1 The services included in the per CWT rate are:

- 5.1.1 The rate for a door -to-door service within the given transit time will include: packing, cartage from residence to local warehouse for air preparation, transportation to the commercial airport, air freight charges including airport handling and taxes, delivery to residence at destination, unpacking, document preparation and first 30 days SIT.

5.2 Rates: (Rate/CWT)

5.2.1 Westbound: (using London, Frankfurt, Amsterdam, and Brussels airports):

From Zone "6" To	Combined Origin and Destination Services
Zone 1	\$x.xx/cwt
Zone 2	\$x.xx/cwt
Zone 3	\$x.xx/cwt
Zone 4	\$x.xx/cwt
Zone 5	\$x.xx/cwt

From Zone "7" To	Combined Origin and Destination Services
Zone 1	\$x.xx/cwt
Zone 2	\$x.xx/cwt
Zone 3	\$x.xx/cwt
Zone 4	\$x.xx/cwt
Zone 5	\$x.xx/cwt

Note: UK airports sometimes include storage charges because C2 custom declaration form is required by the shipper before customs will authorize the release of the shipment.

5.2.2 Eastbound: (through European airports):

To Zone "6"	Combined Origin and
-------------	---------------------

From	Destination Services
Zone 1	\$x.xx/cwt
Zone 2	\$x.xx/cwt
Zone 3	\$x.xx/cwt
Zone 4	\$x.xx/cwt
Zone 5	\$x.xx/cwt

To Zone "7" From	Combined Origin and Destination Services
Zone 1	\$x.xx/cwt
Zone 2	\$x.xx/cwt
Zone 3	\$x.xx/cwt
Zone 4	\$x.xx/cwt
Zone 5	\$x.xx/cwt

5.2.3 Pickup of Priority Air Shipments from residence other than with main shipment: Extra Pick-up: \$x.xx /cwt.

5.2.4 Foreign Currency Protection (FCP) will not apply.

5.2.5 A separate bill of lading must accompany each invoice for air priority shipments transportation. Air Priority Shipments will be invoiced separately.

6.0 Air Priority Shipments:

6.1 FROM LOCATIONS NOT OTHERWISE SPECIFIED

Charges (Rates/CWT):

TO	From N.O.S Locations	Destination Services
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

6.1.1 The Contractor must obtain three quotes for the air freight movement of air priority shipment and origin services. The Contractor shall submit original quotes obtained or provide justification when fewer than three quotes were obtained. Quotes must be reviewed and approved by the DA prior to commencement of services. These quotes, as well as the actual invoices paid to third parties, shall be submitted with the invoices for the move. The Contractor, on occasion, may request their sub-contractors to obtain quotes on their behalf. However, Canada will only pay the actual cost paid to the third party service provider and the admin fee will be applied as per para 12.5. A copy of these paid invoices must be submitted with the final invoice.

6.1.2 The rate will include cartage from the airport to the local warehouse, delivery to

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residence at destination, unpacking, document preparation and up to the first 30 days SIT.

6.1.3 Foreign Currency Protection (FCP) will not apply.

6.2 TO LOCATIONS NOT OTHERWISE SPECIFIED

Charges (Rates/CWT):

FROM	To N.O.S Locations	Origin Services
Zone 1		\$x.xx/cwt
Zone 2		\$x.xx/cwt
Zone 3		\$x.xx/cwt
Zone 4		\$x.xx/cwt
Zone 5		\$x.xx/cwt
Zone 6		\$x.xx/cwt
Zone 7		\$x.xx/cwt

6.2.1 The Contractor must obtain three quotes for the air freight movement of air priority shipment and destination services. The Contractor shall submit original quotes
6.2.2 obtained or provide justification when fewer than three quotes were obtained. Quotes must be reviewed and approved by the DA prior to commencement of services. These quotes, as well as the actual invoices paid to third parties, shall be submitted with the invoices for the move. The Contractor, on occasion, may request their sub-contractors to obtain quotes on their behalf. However, Canada will only pay the actual cost paid to the third party service provider and the admin fee will be applied as per para 12.5. A copy of these paid invoices must be submitted with the final invoice.

6.2.3 Origin services must include packing, cartage from residence to local warehouse for air preparation, delivery to airport, document preparation and first 30 days SIT.

6.2.4 Foreign Currency Protection (FCP) will not apply.

7.0 Storage in Transit After 30 Days

7.1 SIT after 30 days: \$ x.xx /cwt/per day;

Rate of SIT will apply if shipment is unloaded into a warehouse or is left in sea container. No other charges will be entertained such as demurrage.

8.0 Europe - Intra/Local Moves

The Contractor will be paid in accordance with the following Basis of Payment for work performed pursuant to the Contract. Contractor must always attempt to scale shipments either at origin or destination.

8.1 GENERAL

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Unless specified, all amounts in this section are quoted in Canadian dollars. Foreign Currency Protection (FCP) will not apply.

8.2 RATES

8.2.1 The rates for moves to, from and within points in Europe and the United Kingdom (UK) have been developed as per SOW.

8.2.2 Rates include the pre-move consultation; pre-packing; packing; physical handling of HG&E between the residence and the conveyance; loading; transportation from Origin to Destination (door-to-door) by road or by sea as applicable, waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; up to 30 days of SIT if required; document preparation, and any other services that are required to execute the move that may not be otherwise specified.

Zone	Distance	Combined Origin and Destination Services
Zone 1	up to 999 KM	\$ x.xx per cwt
Zone 2	1,000 to 1,999 KM	\$ x.xx per cwt
Zone 3	2,000 to 2,999 KM	\$ x.xx per cwt
Zone 4	3,000 to 3,999 KM	\$ x.xx per cwt
Zone 5	4,000 to 4,999 KM	\$ x.xx per cwt

8.2.3 Charges paid for Ferriage will be reimbursed at the actual cost supported by an invoice.

8.3 VEHICLE SHIPMENTS - INTRA EUROPE

8.3.1 Contractor must obtain three quotes door-to-door all inclusive for the movement of the PMV for the sea, inland transport, destination services or quotes from car carriers if sea transport is not an option. Contractor must submit for approval original quotes obtained and justification must be submitted if less than three quotes are obtained. The quotes will be reviewed and approved by the DA prior to service commencement. All quotes must include the TTG which will be adhered to. These quotes, as well as the actual invoices paid to third parties, shall be submitted with the invoices for the move. The Contractor, on occasion, may request their sub-contractors to obtain quotes on their behalf. However, Canada will only pay the actual cost paid to the third party service provider and the admin fee will be applied as per para 12.5. A copy of these paid invoices must be submitted with the final invoice.

8.3.2 If the PMV is shipped by sea: rate includes acceptance of the vehicle at origin, completion of the vehicle condition report (VCR), cleaning to meet the agricultural requirements of the receiving country, secure storage for up to thirty (30) days and document preparation.

Firm all-inclusive rate: \$xx.xx CDN

Loading, blocking and bracing in a container as required to prevent shifting while in transit: \$xx.xx CDN

9.0 Replacement Cost Protection (RCP)

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9.1 RATES

Liability for loss or damage to the HG&E and/or PMV is the responsibility of the Contractor. Terms of the coverage will be as per the SOW of this contract. RCP will be paid on the actual weight of the sea and air shipments combined and 110% rule will not apply. Foreign Currency Protection (FCP) will not apply.

9.1.1 Long Haul Coverage (Includes SIT at origin or destination)

For each increment of \$1,000.....\$x.xx

9.1.2 Intra and Local Moves in Europe Coverage (includes SIT at origin or destination)

For each increment of \$1,000.....\$x.xx

9.1.3 Additional Replacement Cost Protection coverage for shipper declared valuations over value as per SOW, Annex A (to be invoiced to the shipper):

9.1.3.1 Long Haul:\$ x.xx per \$1,000 of value

9.1.3.2 Local Moves: \$ x.xx per \$1,000 of value

9.1.4 Personal Motor Vehicle (PMV) Coverage

Replacement Cost Protection is the liability for loss or damage to the vehicle while in the possession of the Contractor when the Contractor is handling the move from origin to destination. RCP will be paid based on the valuation form the Canadian Red Book (Official Used Car Valuations and Canadian Older Car/Light Truck) effective the month in which the move order is issued plus \$1,000.00 CDN or the appraised value.

\$x.xx per \$1,000 of value

10.0 Foreign Currency Protection (FCP)

Foreign Currency Protection (FCP) will be incorporated based on the rates variance from the base rate established at the beginning of the contract using Euro and US dollar only. The formula will be applied based on 25 percent of services occurring in Europe (overseas), 50 percent of costs pertaining to Transportation and 25 percent of services occurring in Canada. Exchange rates will be based on the Bank of Canada monthly average exchange rate for the month in which the service was performed. http://www.bankofcanada.ca/en/rates/exchange_avg_pdf.html

For Example: The exchange rates filed at the beginning of the Contract will be used in the FCP equation. Contract started on 1 November and the rates were: Euro - 1.38 and USD \$1.12

Based on Contract values, the HG&E shipment invoice cost is \$10,000.

\$2,500 is in Euros (25%), \$5,000 is in U.S. dollars (50%), and \$2,500 is in Canadian Dollars (25%). The load date was in May of the following year and the rates were: EURO - 1.4158 and USD - \$1.1095

$\$2,500 \times (1.38 - 1.4159) = -0.0359 = (-89.75) = 2,500 - 89.75 = \$2,410.25$

$\$5,000 \times (1.12 - 1.1095) = 0.0105 = 52.50 = 5,000 + 52.50 = \$5,052.50$

$\$2,500 \times 1.00 = 2,500.00$

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109zI

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Total invoice = \$9,962.75

11.0 Rate Escalation

For the Contract period from November 01, 2015 to October 31, 2016 and for the option periods November 01, 2016 to October 31, 2017, November 01, 2017 to October 31, 2018 and November 01, 2018 to October 31, 2019, the tariff will be revised as follows:

The Contractor will provide, as part of the conditions precedent to contract commencement, a copy of their agreement with the shipping line for the first two years should the Contractor wish to be compensated for actual shipping cost increases. At the end of the first two years, the Contractor will provide their renewed agreement with the shipping line. Canada will increase the shipping portion of the firm all inclusive rates (50% of the total cost) based on the actual percentage increase in the shipping rate. This will not be subject to a ceiling. The remaining 50% of the firm all inclusive rate covering overseas and North American services will be subject to the lesser of the Bidder selected indices, or the Bidder selected ceiling.

If the Contractor does not provide a copy of their agreement with the shipping line for the first two years of the contract prior to commencement of the contract, all firm all inclusive rates covering all services will be subject to the lesser of the Bidder selected indices, or the Bidder selected ceiling.

11.1 EPA ESCALATION CALCULATION DURING THE LIFE OF THE CONTRACT

EPA Escalation Formula:

$$R = M\% \left(\frac{A_o - A}{A} \right) + N\% \left(\frac{B_o - B}{B} \right) \dots \times 100$$

where,

R = Escalation percentage from August 2014 to August current year

A = Index of first index at August 2014

A_o = Index of first index at August of current year

B = Index of second index at August 2014

B_o = Index of second index at August of current year

M% = Weighting factor of first index

N% = Weighting factor of second index

Note: For the purposes of this example only two Indices were used. More than two indices may be used to formulate your Economic Price Adjustment (EPA) however the sum of the Weighting factors cannot exceed 100%.

The applicable year prices/rates to be included in the Basis of Payment section of the contract, on an annual basis, will be determined by applying the percentage increase in the EPA escalation, using the EPA Formula, to the prices/rates as quoted by the Bidder in 2013 dollars. The percentage increase will be calculated from the base period of August 2013 to August of the year in which the current contract period starts, i.e., November 1.

For example, in year commencing November, 2015, the third year of the initial contract period, the prices/rates quoted by the Bidder, in 2013 dollars, would be adjusted as follows.

Assumptions:

R = Escalation percentage from August 2014 to August 2015

A = 140.0 (First Index at August 2014)

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Ao = 146.5 (First Index at August 2015)
B = 370.6 (Second Index at August 2014)
Bo = 396.3 (Second Index at August 2015)
M%= 70% (First Index Weighting)
N% = 30% (Second Index Weighting)

$$R = \frac{M\% (A_o - A) + N\% (B_o - B)}{A \ B} \dots \times 100$$

$$R = \frac{.70 (146.5 - 140.0) + .30 (396.3 - 370.6)}{140.0 \ 370.6} \times 100$$

$$R = (.0325 + .0208) \times 100$$

$$R = 5.33\%$$

Therefore, the prices/rates quoted for the year commencing November 1, 2015, in 2013 dollars, would be increased by 5.33%.

For each of the 12 month periods specified, applicable pricing will be adjusted commencing 1 November of each new year. The Contractor must notify the Contracting Authority in writing and provide copies of the index(ices) used to compute the requested increase or the website address(es) from which the index(ices) were obtained. The Contracting Officer will in turn verify the information and amend the contract accordingly to reflect the revised prices. Until such time as the price adjustments are made through a contract amendment, the prices for the last 12 month period will be used.

If any of the Economic Price Adjustment indices set out in the contract are discontinued, the parties should immediately thereafter agree to establish replacement indices or formulate adjustments consistent with those set forth in the contract.

Any amount determined by using the formula specified by the Contractor, which is less than zero, will be deemed to be equal to zero.

OR

11.2 CEILING PERCENTAGE INCREASE

Contract Period	Date	Ceiling Percentage Increase
Contract Period 3	Nov 01/15 to Oct 31/16	
Option Period 1	Nov 01/16 to Oct 31/17	
Option Period 2	Nov 01/17 to Oct 31/18	
Option Period 3	Nov 01/18 to Oct 31/19	

12.0 Invoicing

12.1 For invoicing purposes, the Contractor may submit separate invoices for the HG&E main shipment, air priority shipment and PMV shipment. All services are deemed completed when

the goods have been delivered to the Shipper's residence. Both destination and origin service charges, if applicable other authorized charges, must be invoiced in one invoice in Canadian dollars regardless of where the services were performed. Canada reserves the right to pay by cheque or by electronic transfer.

- 12.2 Invoices must identify all authorized services rendered. All supporting documents such as Bill of Lading, Inventory Listing, Vehicle Condition Report, Airway Bill are to be signed and dated by the Shipper and the Contractor's representative. The HG&E invoice must be supported by a signed and dated copy of the Bill of Lading, original weigh scale tickets, a container manifest duly signed and dated by the designated ocean carrier, or carrier representative indicating the destination port and estimated time of arrival, signed and dated inventory listing. The PMV invoice must identify the class of the PMV and filed rate and be supported by signed and dated Bill of Lading and signed and dated copy of Vehicle Condition Report.
- 12.3 LNOS invoices must identify all services rendered and have all the third party invoices supported, signed and dated copy of the Bill of Lading, original weigh scale ticket, signed and dated inventory, signed and dated Vehicle Condition Report. If applicable, a copy of the Bank of Canada Currency Converter. The conversions must be done using the date payment was made to the supplier or the date of receipt of the invoice.
- 12.4 For Air Priority Shipments, a separate invoice may be submitted. However, a separate line entry on the invoice for the main shipment weight, accompanied by a signed and dated Air Bill of Lading, and original weigh scale ticket and signed and dated inventory will suffice.
- 12.5 Third party invoices must accompany the Contractor's invoice to support payment of the Administrative Fee;
- 12.4.1 Invoices between \$1.00 to \$4,999.00: 7% (does not apply to Origin or Destination service charges); and
- 12.4.2 Invoices more than \$5,000.00: 5% (does not apply to Origin or Destination service charges).

13.0 110% Rule

- 13.1 Where the actual weight exceeds the estimated weight by more than 10%, Canada will pay no more than the total charges related to 110% of the estimated weight. The Contractor may amend the estimate at any time but no later than the day before loading. TA and shipper must be provided with the revised printed estimate.
- 13.2 Contractor must submit invoices reflecting, as necessary, charges relating to a maximum of 110% of the estimated weight. For example, if the estimated weight was 10,000 pounds, and the actual weight as determined by the weigh scale ticket was 12,000 pounds, the Contractor must invoice based on 11,000 pounds (110% of the estimated weight).

14.0 Storage

- 14.1 Invoice(s) for all storage charges must show the weight of the household goods being stored at public expense. In addition, the dates of receipt and delivery plus the signature of the shipper, or the carrier/warehouseman, on a copy of the Bill of Lading signifying receipt of goods must be shown.
- 14.2 There will be occasions where a move order will be issued for a shipment destined for long term storage in Canada, the shipment must be addressed to a sub-contractor's bonded warehouse. Upon receipt of shipment, destination TA will raise a separate move order under the HGMS Contract for domestic moves to take over the shipment while in long term storage in Canada. Domestic HGMS Contract conditions and rates will apply.
- 14.3 SIT will not be authorized until the complete shipment has arrived at destination (SIT will not be authorized on split shipments).

15.0 Rush Moves - Incentive

- 15.1 Rush moves to/from Overseas locations booked between 0 to 10 calendar days prior to load date will receive a \$500 incentive. Incentives are to be included on the final invoice submitted for the move. Foreign Currency Protection will not apply.

16.0 Charges

- 16.1 Canada will pay only those charges listed in this contract that are authorized and actually incurred, at the rates which are in effect on the date of loading (DSR).

17.0 Invoices Amendments

- 17.1 During the audit process of invoices, TAs may detect errors or omissions and will return the invoice to the Contractor for revision. The Contractor will make the necessary changes and will submit a revised invoice with a revised date. Invoice adjustments will be made as described below for the following situations:
- a. When non-admissible items are carried: adjustment of weight and charges;
 - b. When limited items are carried and limits are exceeded: adjustment of weight and charges;
 - c. When non-admissible services are invoiced: adjustment of charges;
 - d. When SIT is in an unauthorized warehouse: storage charges (warehouse handling in/out and daily storage) shall not be paid; and
 - e. The Contractor may submit supplemental invoices if required.

ANNEX C

QUALITY CONTROL INSPECTION PROGRAM

1.0 Quality Control Inspection Program

- 1.1 The Quality Control Inspection Program (QCI) is a tool used by Canada to ensure compliance with the terms and conditions of the Contract and that the quality of services is consistent for all shipments. The aim of the program is to correct potential service shortfalls as soon as they are observed; and
- 1.2 Canada would rather have a negative observation addressed immediately rather than issue an unsatisfactory QCI report. The Contractor will be given an opportunity to rectify the noted observations prior to a QCI report being raised. Similarly, recognition of best practices being employed will be noted for quality assurance purposes.

2.0 Overview of QCI Process

- 2.1 Transportation Agents, or the Quality Control Inspectors, will randomly select a portion of HGMS moves to inspect. An on-site QCI can be performed for any phase of the move and each inspection will result in a report. In addition, an administrative QCI will be performed for each move when the invoice and supporting documentation is provided by the Contractor. Note that an administrative QCI may not result in a QCI report; and
- 2.2 The Contractor must produce accurate inventories in accordance with Annex A capturing all articles to be shipped and that all furniture and appliances will be conditioned in a professional manner. The inventory listing will be reviewed as part of the QCI.

3.0 QCI Program Impact

- 3.1 An unsatisfactory QCI report will result in the application of a service shortfall and/or adverse report; and
- 3.2 Canada expects that the Contractor will use QCI reports as input into their QA program and subcontractor management plan.

ANNEX D

SERVICE FAILURES

1.0 General

- 1.1 Any failure by the Contractor to meet the specific requirements listed in Annex A is deemed a service failure.
- 1.2 Service failures are categorized as delivery shortfalls, liquidated damages or adverse reports and are:
 - 1.2.1 intended to identify performance deficiencies requiring corrective action by the Contractor and improve the quality of services; and
 - 1.2.2 put in place to ensure Contractor compliance with the terms and conditions of the contract.
- 1.3 Service failures can be applied by Canada until the close of business 60 calendar days after the TA receives the invoice for the move. However, the intent is to apply the service failure as soon as it is identified to enable the Contractor to identify the source of the issue and take corrective measures to avoid similar or repeated service failures.
- 1.4 Service failures can be determined administratively or as the result of an on-site QCI as outlined in Annex C.
- 1.5 The Contractor shall be notified through e-mails directly from the issuing TA for each service failure that applied on a move.
- 1.6 The total monetary imposition for all service failures applied on a move shall not exceed 25% of the invoice excluding RCP, third party services and applicable taxes. Liquidated damages for late pickup (L1) and late delivery (D2) are excluded from the above and the full amount assessed will be paid.
- 1.7 In the event that the total monetary imposition could have potentially exceeded 50% of the invoice, the DA will notify the Contractor in writing that a formal review of the move and the performance deficiencies will be conducted. The DA will notify the Contractor of the results of the formal review within 10 days of the review date and the Contractor shall submit to the DA the list of corrective actions taken no later than 30 calendar days after the Contractor received results of the formal review.
- 1.8 The Contractor shall forward the monetary imposition to Canada for each service failure applied no later than 30 calendar days after accepting the service failure.
- 1.9 Canada will not entertain appeals to delivery shortfalls once the liquidated damages have been received.
- 1.10 The DND reserves the right to call a meeting with the Contractor in Ottawa to discuss the results and corrective actions of the formal review.

2.0 Delivery Shortfalls

- 2.1 Delivery shortfalls are classified as minor or major. The monetary imposition for each major delivery shortfall is \$1,000 and for each minor delivery shortfall is \$500.
- 2.2 Delivery shortfalls are cumulative.
- 2.3 A detailed breakdown of the delivery shortfalls can be found in Table 1.

3.0 Liquidated Damages

- 3.1 A detailed breakdown of the liquidated damages including the monetary impositions can be found in Table 2.
- 3.2 The Contractor shall be liable to pay the actual expenses incurred by Canada in the event the amounts assessed as per Table 2 are not sufficient to cover, or do not address, the additional expenses incurred. For example, the costs incurred as a result of a late pick-up resulting in not delivering the residence on time.

4.0 Adverse Reports

- 4.1 An adverse report can be filed by:
 - 4.1.1 a Shipper complaining about the level of service provided by the Contractor;
 - 4.1.2 the TA reporting that the Contractor is not in compliance with the terms and conditions of the contract;
 - 4.1.3 the DA or a TA if a Contractor repeatedly commits the same service failure; and/or
 - 4.1.4 the DA for requests from the Contractor to deviate from the terms and conditions of the contract.

5.0 Appeal Process

- 5.1 The following outlines the process by which the Contractor may formally raise an objection with regards to the application of service failures:
 - 5.1.1 First Level Appeal:
 - a. the Contractor can forward (at their expense) any formal objections to a service failure to the DA by registered mail or through electronic mail;
 - b. The appeal is to include all supporting documentation and must be received by the DA no later than the close of business 30 calendar days from the date of the receipt of the service failure; and
 - c. the DA will review the information provided by the Contractor and will render a first level appeal decision.

5.1.2 Final Appeal:

- a. If dissatisfied with the first level appeal decision, the Contractor will have 30 calendar days from the date of receipt of the first level appeal decision in which to raise the issue to the Technical Authority for a final appeal process.
- b. The Contractor shall provide the Technical Authority with:
 - i. a complete listing of all of the pertinent details that led to the original requirement for an DA first level appeal decision;
 - ii. a recount of the DA first level appeal decision rendered and any supporting documentation; and
 - iii. a listing of all subsequent details/explanations that would warrant a revisit of the DA first level appeal decision.
- c. The Technical Authority will subsequently revisit the first level appeal decision with the DA(s) and render a final appeal decision; and
- d. The Contractor should ensure that appeals include all the required information to permit the Technical Authority to render an informed decision.

5.1.3 Final Appeal Disposition:

- a. If the first level appeal decision is overturned, any associated service failure and/or monetary imposition will be retracted; and
- b. If the first level appeal decision is upheld, the Contractor shall forward the monetary imposition to Canada by no later than 30 calendar days following notification of the final appeal decision.

Table 1 – Delivery Shortfalls

Service Failure		Monetary Imposition	Reference
General			
G1	No Contractor response or acknowledgment to e-mail, voice mail or facsimile communications within 60 minutes.	\$500.00	Annex A, 3.1.20.b
G2	Failure of the Contractor to meet the mutually agreed timings.	\$1,000.00	Annex A, 3.3.7
G3	Failure of the Contractor to complete a service by 1900 hrs.	\$500.00	Annex A, 3.3.4
G4	Non-provision of bilingual material or services by the Contractor.	\$1,000.00	Annex A, 3.3.1, 3.3.2
G5	Failure of the Contractor to notify the DA within 24 hrs of any major incident	\$1,000.00	Annex A, 3.4.2
G6	Failure of the Contractor to use DND approved forms, or alternatively, the Contractor's use of a form that was not approved by DND	\$500.00	Annex A, 3.1.18
G7	Failure of the Contractor to obtain DA authorization as required by this contract.	\$1,000.00	Annex A, 3.3.4, 3.3.5, 4.2.2, 4.3.4, 4.2.14.c, 4.11.4.a, 4.11.5.a, 4.12.1, 4.12.2, 4.5.6, 5.3, 7.0, Annex B, 3.3.4, 4.3.4, 6.2.1
Pre-move Consultation			
PM1	Failure of the Contractor to conduct the Pre-move Consultation and provide a weight estimate to the DA within 7 business days after the move order was received for regular moves, or within 48 hours after the pre-move consultation was completed for rush moves.	\$500.00	Annex A, 4.2.1
PM2	Failure of the Contractor to provide the Shipper with the applicable Pre-move Information booklet(s).	\$1,000.00	Annex A, 4.2.4
PM3	Failure of the Contractor to provide the Shipper with a copy of the Pre-move weight estimate at the time of pre-move consultation, but no later than the next business day.	\$500.00	Annex A, 4.2.11
PM4	Failure of the Contractor to provide a revised weight estimate to the Shipper and the DA by no later than the day prior to DSR date.	\$500.00	Annex A, 4.2.13.e
PM5	Failure of the Contractor to respect the allowable variance for a weight estimate when compared to the actual/constructive weight as detailed in Appendix 2 to Annex A.	\$1,000.00	Annex A, Appendix 2, 3.0
Packing			
P1	Pre-pack is performed earlier than 5 business days prior to DSR date.	\$500.00	Annex A, 4.3.4

Service Failure		Monetary Imposition	Reference
P2	Packing exceeded 0800 to 1900 hours without Shipper and DA approval.	\$500.00	Annex A, 3.3.4
P3	Packing standards are not in accordance with Appendix 4 to Annex A	\$500.00	Annex A, Appendix 4
P4	Failure of the Contractor to crate an item as detailed in Appendix 4 to Annex A	\$1,000.00	Annex A, Appendix 4
P5	Failure of the Contractor to complete packing prior to DSR date.	\$1,000.00	Annex A, 4.3.3
P6	Failure of the Contractor to stuff sea container at residence as detailed in Appendix 1 to Annex A	\$500.00	Annex A,, Appendix 1, Rule 15
Loading			
L1	Failure of the Contractor to protect HG&E and PMV from damage.	\$1,000.00	Annex A, 4.4.4
L2	Failure of the Contractor to provide the Shipper with a properly completed inventory listing and a properly completed VCR for each vehicle.	\$500.00	Annex A, 4.4.6, 4.4.14
L3	Failure of the Contractor to clear Shipper's residence of empty containers, packing material and other debris accumulated during packing and loading.	\$500.00	Annex A, 4.4.7
Scaling			
W1	Failure of the Contractor to adhere to the applicable scaling procedures.	\$1,000.00	Annex A, 4.5, 4.8, 4.9
W2	Failure of the Contractor to provide a weigh scale ticket which includes all the required information.	\$500.00	Annex A, 4.7
Transportation			
T1	Failure of the Contractor to provide a container or conveyance that is in accordance with the requirement.	\$500.00	Annex A, 4.10.3
T2	Failure of the Contractor to provide a properly completed TP within 7 calendar days of receipt of the move order when the shipment involves a third party service provider.	\$500.00	Annex A, Appendix 1, Rule 14, 14.2.4
Delivery/Unloading			
D1	Failure of the Contractor to obtain DDR authorization prior to commencement of unloading or for the delivery of a PMV.	\$1,000.00	Annex A, 4.12.1.a
D2	Failure of the Contractor to obtain Shipper and DA approval to exceed the prescribed 0800 to 1900 hours of service.	\$500.00	Annex A, 3.3.4
D3	Failure of the Contractor to protect HG&E or PMV from damage.	\$500.00	Annex A, 4.12.2.b
D4	Failure of the Contractor to place HG&E in rooms corresponding to the inventory listing or as directed by the Shipper.	\$500.00	Annex A, 4.12.2.c

Service Failure		Monetary Imposition	Reference
D5	Failure of the Contractor to assist the Shipper in annotating all exceptions on the inventory listing and on the VCR for a PMV.	\$1,000.00	Annex A, 4.12.2.m
D6	Failure of the Contractor to re-assemble furniture or any other items that were disassembled by the Contractor at origin.	\$500.00	Annex A, 4.12.2.d
D7	Failure of the Contractor to prepare the specified articles and appliances for use.	\$500.00	Annex A, 4.12.2.e
D8	Failure to deliver sea shipments to residence in a sea container unless otherwise authorized by the DA	\$500.00	Annex A,, Appendix 1, Rule 15, 15.1
Unpacking			
U1	Unpacking exceeded 0800 to 1900 hours.	\$500.00	Annex A, 3.3.4
U2	Failure of the Contractor to perform unpacking on the next business day after delivery/unloading.	\$500.00	Annex A, 4.14.1
U3	Failure of the Contractor to annotate damages on the "Loss/Damage to Packed Items" form with the Shipper.	\$1,000.00	Annex A, 4.15.1.a
U4	Failure of the Contractor to provide an additional pick-up of packing material and empty cartons within 5 business days of the unpack day.	\$500.00	Annex A, 4.14.3.
Claims			
C1	Failure of the Contractor to acknowledge receipt of, and commence settlement action on a properly documented HG&E or PMV Statement of Claim within 7 calendar days as detailed in Annex E	\$500.00	Annex E, 7.7.1
C2	Failure of the Contractor to offer the Shipper a complete and reasonable settlement package within 60 calendar days of receipt of the properly documented HG&E claim or 20 days for a PMV claim as detailed in Annex E	\$1,000.00	Annex E, 7.1.4
C3	Failure of the Contractor to provide the Shipper with a fully itemized HG&E or PMV claim settlement report which fully explains the reasons for any denials as detailed in Annex E.	\$500.00	Annex E, 7.1.6

Table 2 – Liquidated Damages

Service Failure		Monetary Imposition	Reference
LD1	Failure of the Contractor to perform a move (rush or not) once it has been accepted, or alternatively, to refuse a non-rush move.	Any additional costs incurred by Canada and/or the Shipper	Annex A, 1.2.2
LD2	Pre-pack of necessary items which prevented the Shipper from sleeping or eating at the residence or items that were identified as essential for day-to-day living.	\$600 per calendar day plus any additional costs incurred by Canada and/or the Shipper	Annex A, 4.3.4
LD3	Failure of the Contractor to respect the DSR date.	\$600 per calendar day for the number of days difference between the date the service is rendered and the original DSR date plus any additional costs incurred by Canada and/or the Shipper	Annex A, 4.1.
LD4	Failure of the Contractor to ensure that fuel tanks are full prior to scaling.	\$1,000	Annex A, 4.5.1.
LD5	Failure of the Contractor to identify and refuse an inadmissible item which as a result is transported as detailed in Appendix 1 to Annex A.	Adjustment of weight and charges	Annex A, Appendix 1, Rule 5, 5.1
LD6	Failure of the Contractor to respect the TTG for HG&E and PMV or the confirmed delivery date for shipments in SIT.	\$600 per calendar day commencing the day after maximum TTG or DDR until actual delivery day, inclusive. For PMVs, payment of daily rental charges.	Annex A, Appendix 2, 4.10.2
LD7	Failure of the Contractor to forward the service failure payment for liquidated damages to Canada no later than 30 calendar days following notification of the service failure or the final appeal decision.	Interest as per Canada	Annex D, 3.0
LD8	Invoicing Canada for services not rendered by the Contractor	Adjustment of charges	Annex B, 16

ANNEX E

Replacement Cost Protection (RCP)

1.0 General

1.1 The Contractor shall:

- 1.1.1 Provide replacement cost protection (RCP), as hereinafter described, for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the Shipper's HG&E and/or PMV from origin or destination residence. The Contractor's liability to Canada for such loss or damage shall not be limited by any provision in the Bill of Lading or Marine Insurance applicable to such goods, nor shall the exceptions to liability contained in such Bill apply to the Shipper. Notwithstanding any provision in such Bill that places a maximum dollar value on liability of the Contractor for such loss or damage, or that establishes an exception to liability, the Contractor will be liable to Canada for the total amount of such loss or damage;
- 1.1.2 Waive any provision in such Bill or Receipt that places a maximum dollar value on the liability of the Contractor for such loss or damage, or that establishes an exception to liability;
- 1.1.3 Waive any provision implied or imposed by law which limits the liability of the Contractor for such loss or damage, or that establishes an exception to such liability, to such an extent such waiver is permitted by law; and
- 1.1.4 Be responsible for RCP for all phases of the move regardless of who is providing the service on the Contractor's behalf.

2.0 Household Goods and Effects (HG&E) and Personal Motor Vehicle (PMV) Coverage

- 2.1 The Contractor shall provide standard coverage at the rate of \$10.00 per pound computed on the actual weight. The amount of this coverage is exclusive of applicable taxes. The coverage must extend from packing at origin to unpacking at destination including any transportation by third party service providers.
- 2.2 The Contractor must ensure that the insured value of the vehicle will be based on the following:
 - a. For a new vehicle, the actual cost of the new vehicle stated on the bill of sale provided by the Shipper
 - b. For used vehicles, the value of the vehicle (s) will be based on the value listed in the edition of the Canadian Red Book (Official Used Car Valuations and Canadian Older Car/Light Truck) effective the month in which the move order is issued.
 - c. For vehicles not listed in the Red Book, the insure value will be based on an appraisal from a professional vehicle appraisal firm. The appraisal must not be more than thirty (30) calendar days old. The Shipper shall obtain and pay for the cost of the appraisal which is to be provided to the Contractor.

- d. An additional \$1,000 of coverage will be added to cover the costs of accessories and auxiliary equipment.
- e. The total amount of the RCP coverage is to be exclusive of taxes. For claim settlement purposes, the amount of the settlement must include applicable taxes.
- f. The Contractor is not liable for any mechanical or electrical malfunction of the vehicle including in particular any malfunction of or any damage to the engine, drive train, transmission, suspension or exhaust system if no external damage or proof of abuse/mishandling of the vehicle is noted. It is the responsibility of the Shipper to ensure that the vehicle is in good working order to sustain the voyage.

3.0 Optional Coverage Provisions

- 3.1 When the Shipper has high value items that would require optional insurance (i.e. art work, jewelry, antiques, collectibles) the Contractor shall make available additional optional coverage to the Shipper.

4.0 Articles & Appliances

- 4.1 The Contractor shall be liable for replacement/repair costs for damage to the Shipper's articles and appliances that were certified to be in operating condition at origin, but were not in operating condition at destination.

5.0 Exclusions

- 5.1 The following items are excluded from the RCP coverage, unless specific additional coverage has been purchased from the Contractor by the Shipper:
 - 5.1.1 Accounts, bills, deeds, evidence of debt, letters of credit, passports, documents, house plants, greenware, stamp and coin collections, airline or other tickets, postage stamps, money, currency, bullion, notes, securities, manuscripts, parchments, awards, certificates, mechanical drawings, dies or patterns, precious stones, jewellery, dried flowers, or aircraft parts;
 - 5.1.2 Loss or damage caused by or resulting from inherent vice or by wear and tear, unless the deterioration is a direct result of improper storage by the Contractor;
 - 5.1.3 Loss or damage caused by war, invasion, act of a foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military power;
 - 5.1.4 Loss or damage caused by contamination by radioactive material;
 - 5.1.5 Loss of market value to antiques, works-of-art, or other related high-value items that have been damaged and repaired by the Contractor;
 - 5.1.6 Computer down time, TV rentals and other related losses;
 - 5.1.7 Emotional upset or stress, or the loss or damage of items that have intrinsic value such as a family album, keepsakes, heirlooms, etc.; and

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5.1.8 Phone calls, travel and personal time expended settling a claim.

6.0 Basis of Settlement - HG&E and PMV

For HG&E the process is as follows:

- 6.1 For purposes of this contract, the date of discovery of the loss or damage by the Shipper, or reported to the Shipper by the Contractor, shall be deemed to be the date the loss or damage occurred;
- 6.2 The settlement shall be based on the lesser of the cost to repair the item(s) with new materials of like kind and quality or the cost to replace the item(s), including all applicable taxes;
- 6.3 In order to expedite a claim the Contractor may offer a reasonable appearance allowance for minor damage, such as a small scratch or dent, to an article which the Shipper does not wish to have repaired or replaced. In such instances the liability of the Contractor shall be limited to the lesser of the cost to repair (including all applicable taxes) or the depreciated value of the item;
- 6.4 The value of the loss or damage to a set or collection, when a part of the set or collection cannot be repaired or replaced with a part of like kind and quality, is 100 percent of the replacement cost of the lost or irreparable piece(s), or 100 percent of the replacement cost of the set;
- 6.5 Loss or damage to recreational vehicles, the Contractor shall not be liable for more than the *Canadian Blue Book* value dated the month of loading, or the professionally appraised value within 30 calendar days of loading. The Contractor will repair the item(s) with material of like kind and quality;
- 6.6 The Contractor will cover the costs associated with obtaining any estimates or other documentation required in order to provide such information to the Shipper in cases of loss or damage during packing, loading, transportation, unloading and/or unpacking of HG&E;
- 6.7 In the event that a shipment cannot be delivered due to major loss or damage, the Contractor is to take immediate action to permit the Shipper to move into the residence, commence housekeeping (i.e. sleeping, the preparation and consumption of meals), or be liable for the cost of commercial meals, lodgings, at the prevailing Treasury Board rates from the end of the transit time (TTG);
- 6.8 In the event of loss or damage at a warehouse where it is impractical for the Shipper to be onsite, the Contractor shall advise the Shipper of the loss or damage in writing through the TA. The Shipper shall have the option to:
 - 6.8.1 Authorize the immediate repair or replacement of the loss or damage, subject to approval by a representative selected by the Shipper;
- 6.9 In the event of a contentious claim, the Contractor may hire, at their own expense, a private third party professional insurance adjuster to assist the Contractor in resolving the claim;
- 6.10 In the event of a major loss, the Contractor must hire, at its own expense, a private third party professional insurance adjuster to work with the Shipper to assist the Contractor in settling the claim; and

- 6.11 Where the Contractor pays the replacement value of a damaged item, the damaged item becomes the property of the Contractor.

For damage to a PMV, the process is as follows:

- 6.12 The settlement must be based on the lesser of the cost to repair or replace with new materials of like kind and quality.
- 6.13 In the event of a vehicle arriving at destination in a damaged condition where the period of the repair will exceed two (2) calendar days, the Contractor must take immediate action within one (1) calendar day of the delivery date to authorize the Shipper to rent a comparable vehicle from a commercial rental agency for the period of time it will take to perform the repairs. The rental vehicle must be equivalent in size to the Shipper's vehicle, include collision coverage, damage waiver, and additional mileage charges beyond the free allowance and must cover the period. All rental costs are to be borne by the Contractor.
- 6.14 Repair cost shall normally be paid for minor damages to the vehicle that sustained damage such as scratching, denting chipping, and marring while in the Contractor's possession that were not annotated or identified at origin on the Vehicle Condition Report (VCR).
- 6.15 If the Shipper does not wish to have the vehicle repaired, the liability of the Contractor is limited to the lesser of the cost to affect the repairs, exclusive of taxes, or an agreed upon cash settlement in lieu of the repairs.
- 6.16 In the event of a vehicle that cannot be delivered due to major loss or damage, the Contractor must take immediate action within one (1) calendar day of the delivery date to authorize the Shipper to rent a comparable vehicle from a commercial rental agency for the period of time it will take to repair or replace the vehicle. The rental must be equivalent in size to the Shipper's vehicle and include collision coverage, damage waiver, and additional mileage charges beyond the free allowance to cover the period of time it will take to perform the repairs or replace the vehicle. All rental costs are to be borne by the Contractor.

7.0 Claim Settlement Process

- 7.1 Once a Shipper has indicated their intent to submit a claim for loss or damages, the Contractor must commit to the claim settlement process. Canada, as represented by the DA, cannot be a direct party to the claim settlement process. In addition, claims settlement services are not to be sub-contracted and co-insurance does not apply. In all cases the Contractor shall:
- 7.1.1 Provide claim settlement services, and all related documentation, in the official language of the Shipper's choice;
- 7.1.2 Clearly inform the Shipper in writing of the loss or damage claim process by providing clear and concise instructions how they are to file a claim.
- a. Filing a Claim for HG&E: The instructions must also include statutory limitations, indicate that supplementary claims will be allowed within the 90 calendar days, and outline settlement procedure(s) as well as the timelines that must be followed. Flexibility in allowing claimants to submit and modify claims up to 90 calendar days after the DDR is required as is entertaining an extension when warranted by extenuating circumstances;

- b. Filing a Claim for PMV: The Shipper is required to file its claim within thirty (30) calendar days of the vehicle final destination delivery date unless prior written notice is provided to the Contractor within the thirty (30) calendar day period for an extension under exceptional circumstances.
- 7.1.3 Acknowledge receipt of, and commence settlement action on a properly documented claim within 7 calendar days;
- 7.1.4 Provide the Shipper with a main point of contact (account agent) to oversee and provide guidance regarding the claims settlement process;
- 7.1.5 Follow-up with the Shipper regarding any improperly documented claims within 48 hours of receipt;
- 7.1.6 Provide the Shipper with a complete and reasonable settlement within 60 calendar days of receipt of the properly documented claim for HG&E and twenty (20) days for PMV;
- 7.1.7 Entertain an extension to the claim filing time limits in light of extenuating circumstances such as a quick posting, deployment or other similar situations; in such circumstances, advise the Shipper in writing that a Statement of Claim form must be received by the Contractor prior to the expiration of the applicable statute of limitation;
- 7.1.8 Provide the Shipper a fully itemized report with each settlement cheque, with full explanation of any denials. In the event that there is a disagreement between the Contractor and the Shipper, the Contractor shall ensure that any documentation pertaining to a claim is made available to the DA upon request;
- 7.1.9 Inform the applicable DA of all payment details for catastrophes (i.e. any claim valued at \$10,000 or more or when a wholesale write-off is anticipated); and
- 7.1.10 The Contractor agrees that co-insurance is not applicable to the vehicles covered under this Contract.

Appendix 1 to Annex E - Property Damage

Property Damage

- 1.0 The Contractor shall be liable for replacement/repair costs for damage to the origin and destination property (e.g. scratching of hardwood flooring, water damage due to Contractor disconnection of washing machines or any other appliance with fixed water lines, marring of wall paint), and any adjoining property, caused by the Contractor. Claims for damage to property shall be addressed expeditiously as follows:
 - 1.1 Damage to origin property: the Contractor shall obtain the contact details of the new owner, if applicable, to arrange for the repair and/or replacement of damaged property within 10 business days from the loading date.
 - 1.2 Damage to destination property: The Shipper will submit a claim separate from the HG&E claim, for any damage. This claim will be addressed and settled within 30 calendar days from the delivery date.

Annex F

QUALITY ASSURANCE PROGRAM

1.0 Quality Assurance Program

- 1.1 The Contractor must have a quality assurance (QA) program in place to ensure compliance with the required service standards articulated in this contract; and
- 1.2 The Contractor's QA Program must ensure prompt initiation of corrective action on any issues/concerns or negative trends associated with satisfying the requirements of the contract. Contractor performance that indicates a high rate of service shortfalls or claims warrants immediate Contractor attention for continuous improvement (CI). Corrective measures initiated by the Contractor to improve their performance are to be presented to the DND DA at the regularly scheduled meetings.

2.0 Objectives

- 2.1 The Contractor QA program must be used to:
 - 2.1.1 Monitor and assess the Contractor's adherence to the required service standards;
 - 2.1.2 Identify areas of concern and/or negative trends requiring resolution; and
 - 2.1.3 Guide and direct the Contractor's CI efforts to promptly correct deficiencies.

3.0 Quality Assurance (QA) Program Assessment Framework

- 3.1 Contractor overall performance and contract compliance must be assessed at the end of each active posting season. The QA Program must focus on the following key performance indicators (KPI):
 - 3.1.1 KPI 1 - Percentage of On time HG&E pick-ups
 - 3.1.2 KPI 2 - Percentage of On time HG&E deliveries
 - 3.1.3 KPI 3 - Percentage of packing or unpacking deficiencies
 - 3.1.4 KPI 4 - Percentage of scaling deviations
 - 3.1.5 KPI 5 - Percentage of claim free moves
 - 3.1.6 KPI 6 - Percentage of claims settled within timeframe
 - 3.1.7 KPI 7 - Percentage of claims not settled within timeframe TBD

4.0 Continuous Improvement (CI) Process

- 4.1 Performance Reviews: The Contractor must conduct performance reviews in order to:
 - 4.1.1 Identify any positive or negative performance trends;
 - 4.1.2 Identify the requirement for Contractor CI initiatives to address any shortfalls; and
 - 4.1.3 Review shortcomings and initiate corrective actions aimed at eliminating loss and damage claims.

ANNEX G**GLOSSARY**

Term	Definition
Air Priority Shipments	Air shipment boxes provided by the Contractor for the priority shipment of goods required for the immediate setup of household operations. Previously referred to as Red Ball Boxes.
APS	Active Posting Season (15 May to 15 August annually).
Articles and Appliances	Household items requiring a power source for use and operation such as washing machines, refrigerators, television sets, or similar items.
Business day	A day of the work week which typically includes Monday to Friday and excludes recognized federal government holidays
CWT (hundredweight)	Hundred weight based on a short tonne, i.e. 100 pounds
Canadian Blue Book	A reference guide used to determine the value of a recreational vehicle. The source is http://www.canadianbluebook.com/
CF	Canadian Forces
CFA	Canadian Forces Attachés (and staff)
CFB	Canadian Forces Base
CFSU	Canadian Forces Support Unit (i.e. Europe)
CI	Continuous Improvement (program)
Canadian Red Book	A reference guide used to determine the value of a personal motor vehicle. The source is http://www.canadianredbook.com/ .
Central Removal Services (CRS)	The system of record for HG&E moves for employees of the Royal Canadian Mounted Police (RCMP) and Public Works and Government Services Canada (PWGSC). Also a section within PWGSC responsible for the coordination of non DND and RCMP employee moves.
Claims register	The record of all claims received from Shippers which is maintained by the Contractor and reviewed by IDC.
Claim Settlement	The disbursement of any funds to the Shipper and/or third party for the damage and/or loss to the Shipper's HG&E, property.
Contractor	The person, entity or entities named in the Contract to supply goods, services or both to Canada
Constructive weight	A weight based on a formula of 40 pounds per item
Conveyance	Means of transport
Cubic volume	A weight based on length x width x height x 6.5 lbs for Cu ft or 35.3 for Cu M.

Term	Definition
Customs agent	A representative from the Canada Border Services Agency (CBSA) or US Customs and Border Protection.
DA	Departmental authority in the context of the top representatives in DND, the RCMP or CRS.
DA Services	Destination Agent Services: Services provided by the local household goods agent who handles the receipt and finalization of any HG&E movement. This includes delivery to residence, destuffing containers/liftvans, unpacking/uncrating, removal of packing materials, shipment tracing, and damage claims settlement.
Date Service Required (DSR)	Load date of HG&E from the Shipper's residence or the LTS warehouse.
Direct Delivery to Residence (DDR)	A process to obtain authorization and delivery instructions at residence.
Dishpack	Packing container used for the packing of dishes, glassware or other fragile breakables. This carton is also called the china carton or barrel.
Diversion point	The location of the HG&E shipment when the TA provides the Contractor with a revised destination address.
Europe	The geographic region which includes Continental Europe and the United Kingdom
Eastern Europe	The geographic regions which are within, or east of, Poland, the Czech Republic, Slovakia, Hungary or Slovenia.
Fiscal Year	Canada's fiscal year which runs from April 1 to March 31.
Fiscal Year Quarters	Canada's fiscal year quarters are as follows: Q1 - April 1 to June 30; Q2 - July 1 to September 30; Q3 - October 1 to December 31; and Q4 - January 1 to March 31.
Furniture & Effects Automated System (FEAMS)	The automated system of record for HG&E and PMV moves for the Department of National Defence.
Foreign Mission	A permanent diplomatic legation established in a foreign country.
Green ware	Household items made of clay
Household goods & effects (HG&E)	Residential personal furniture and effects belonging to the Shipper.
HGMS - I	Household Goods Move Management Services - International
Inherent vice	A legal tenet referring to a "hidden defect (or the very nature) of a good or property which of itself is the cause of (or contributes to) its deterioration, damage, or wastage".
Inventory listing	The final detailed listing of HG&E to be shipped as prepared by the contractor on load day.
Items of high value	Antiques, collections, furs and medals

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Term	Definition
KPI(s)	Key performance indicators used to monitor and measure performance.
Kraft - type paper	Sturdy machine-made paper made with wood pulp.
Liftvans	Container which is in accordance with U.S. Military Standard (MIL-STD) 1489
Local Move	A move where the distance from origin to destination is 50 miles (80.5 km) or less
Long Haul Move	A move where the distance from origin to destination is greater than 50 miles (80.5 km)
Long term storage (LTS)	Storage required by Canada for a portion of a Shipper's HG&E who is relocating to weight restricted and/or cross border location.
Major Loss	When damage or loss to a HG&E and/or PMV shipment is valued at \$10,000 or more
MHE	Material Handling Equipment
Mile	The accepted unit of measure for distance to be used by the Contractor and Canada
Move life cycle	HG&E shipment services which include pre-move consultation, packing, loading, transportation, storage-in-transit (SIT), long term storage (LTS), unloading, unpacking, replacement cost protection (RCP), invoicing and claim settlement services.
Move order	The official request from Canada to the Contractor for services in support of the movement of HG&E and/or PMV
Not otherwise specified (NOS)	Locations that are not otherwise listed as points of origin or destination with the defined Zones at Appendix 3 to Annex A
OA Services	Origin agent services: services provided by the household goods agent to whom an order for movement is presented. This includes F&E weight estimation, ordering of appropriate transportation from origin residence to destination residence, packing, wrapping, crating, loading, and dunnaging of shipments, and transportation to destination carrier's warehouse.
PBO	Goods that have been packed by the owner/shipper.
Perishable goods	Household items that degrade in quality over time, and can become reduced in value such as foods, medications, plants and agricultural products.
Pound	The acceptable unit of measure for weight (mass) to be used by the Contractor and Canada
Pre-move weight estimate	An electronically generated room-by-room pre-move weight estimated prepared by the Contractor to detail all HG&E to be shipped and determine the estimated weight of the shipment.
Pre-printed inventory listing	The listing used by the Contractor to tag and condition HG&E during loading.
PMV	Personal Motor Vehicle
POA	Power of Attorney

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Term	Definition
Prime mover	A vehicle that provides the motive power to haul a load.
QA Plan	Quality assurance plan which encompasses the quality assurance program elements of quality control inspections, continuous improvement and monitoring and measuring key performance indicators
Quality control inspection (QCI)	A quality assurance process that Canada uses to physically and administratively verify Contractor adherence to the terms and conditions of the Contract and identify performance deficiencies
Recognized federal government holidays	Days where Canada has legislated a statutory holiday for federal employees
Recreational vehicle	Motorized vehicles used for recreational purposes
Regular move	All moves not classified as rush moves
Replacement cost protection (RCP)	Replacement coverage for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the HG&E, and residence
RCMP	Royal Canadian Mounted Police
Rush move	When a Contractor is notified of a move or change to the original DSR date 10 calendar days or less prior to the DSR date, it is classified as a rush move
Shipper	An employee of the DND, RCMP or another department of the government of Canada, either a military or civilian representative
Set or collection	A group of similar items of the same manufacturer that belong together or are complementary to each other
Standard weigh list (SWL)	Industry standard list of HG&E which details an assigned weight per item
Statement of claim	A formal application outlining the damages and/or loss caused by the Contractor during the shipment of HG&E and/or residence
Storage-in-Transit	Short-term storage of HG&E until the residence is available to receive the shipment.
Subcontractor	Refers to any representatives engaged by the Contractor to perform services as detailed in the statement of work
Transportation Agent (TA)	The main point of contact for DND who will liaise with the Contractor as required to coordinate all facets of the Shipper's move. TA's prepare the individual shipment requisitions, manage the move and pay the invoices.
TA time	The local time at the TA's location

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Term	Definition
Transportation Plan (TP) Form	A DND approved form to be used by the Contractor to outline the various service requirements, mode, routing and estimated costs which will be submitted for approval
TTG	Transit time guide which prescribes the maximum number of days allowed for a shipment to proceed from point A to point B. The TTG is inclusive of port and customs clearances
United Kingdom (UK)	United Kingdom of Great Britain, Scotland, Wales and Northern Ireland
VCR	Vehicle Condition Report
Warehouse	A commercial building for the storage of HG&E
Weight Estimate	The estimated weight of a shipment as determined during the pre-move consultation
Weight tolerance standard	An allowance to make provision for variance in actual weights when two different weigh scales are used.