

**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

**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

National Individual Standing Offer (NISO)

Offre à commandes individuelle nationale (OCIN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Material Traffic Division /Division du transport du matériel

11 Laurier St. / 11, rue Laurier  
6B1, Place du Portage, Phase III  
Gatineau, Québec K1A0S5

<b>Title - Sujet</b> REMOVAL AND STORAGE OF HOUSEHOLD EF		
<b>Solicitation No. - N° de l'invitation</b> 08956-110350/B		<b>Date</b> 2012-11-19
<b>Client Reference No. - N° de référence du client</b> 08956-110350		<b>Amendment No. - N° modif.</b> 001
<b>File No. - N° de dossier</b> lm004.08956-110350	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$LM-004-61494		
<b>Date of Original Request for Standing Offer</b>		2012-11-02
<b>Date de la demande de l'offre à commandes originale</b>		
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-11-29</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Ogbumor, Alfred		<b>Buyer Id - Id de l'acheteur</b> lm004
<b>Telephone No. - N° de téléphone</b> (819) 956-3589 ( )		<b>FAX No. - N° de FAX</b> (819) 956-4944
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

QUESTIONS;

**1. PAGE 6 OF 72 -- ( 3rd. line), States: Offerors are required to use the best Conveyance in delivery/removal to/from employee's residence and to/ from storage facility. There will be no shuttle services for this requirement.**

Question: Do you mean that a company with only one or two small trucks cannot bid you your RSO?

**Ans: The intent is to let the offeror manage its fleet and dispatch operations and Canada will not pay extra when the suppliers opt to shuttle the goods from one conveyance to another. All costs associated with the removal and deliveries are expected to be included in the basis of payment rate provided by offeror. Offerors are to consider this in their price/rate and are required to use the best conveyance in delivery/removal to/from employee's residence and to/from storage facility. No company is exempted from submitting an offer if they meet the requirements**

**2. Page 14 of 72, 8. Code of Conduct and Certifications - Proposal Section 4. Proponents must submit the following as part of their proposal:  
a. a complete list of names of all individuals who are currently directors of the Proponent;  
b. a properly completed and signed Consent Form, for each individual named in the aforementioned list.**

Question: as the word "proposal" in the title can you confirm that you wish these Consent forms to be included with our submissions?

**Ans: Suppliers are required to submit with their offer a complete list of names of all individuals who are currently directors of the Offeror or name of the owner in the case of sole Proprietorship Refer to Page 9 of 72 , PART 2 section 1.0 Standard Instructions, Clauses and Conditions, and page 27 of 72, PART 5, subsection 1.1**

**3. Page 21 of 72 -- PT. 1.2.2(a), 2. The Offeror must be an established mover and warehouse/storage provider for a minimum of ten years.**

Question: Can you expand on this, do you mean that the Offeror must be operating a business and a DFAIT size approved warehouse in the NCR for 10 years?

**Ans: The offeror must be operating for a minimum of 10 years as a mover and a warehouse operation of similar size and scope. This experience does not mean 10 years in the NCR**

**4. Page 24 of 72 -- 1.3 (4th paragraph), From the responsive,.....**

Question: Can you give us more information of your meaning of "Median value of the Total Bid "Price/Rate"?

**Ans: To determined the median value, Canada places each offer from the lowest "Grand total of all sections" for a particular offer to the highest "Grand total of all sections" of a particular offer received. Only up to 20% above the median value of the "Grand total of all sections" - "Rate / Taux" in Annex C - Basis of payment of the responsive offers will be consider. The median value is the "Grand total of all sections" of an offer that falls in the middle (half way) amongst all responsive offers. Any offer above 20% of the median will not be considered for a standing offer.**

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**Example:**

**Offer A - Grand total of all sections - Rate/Taux = \$850.00**

**Offer B - Grand total of all sections - Rate/Taux = \$870.00**

**Offer C - Grand total of all sections - Rate/Taux = \$875.00 ----- Offer C is the median**

**Offer D - Grand total of all sections - Rate/Taux = \$895.00**

**Offer E - Grand total of all sections - Rate/Taux = \$1220.00**

**20% of \$875.00 (Offer C) = \$175.00**

**\$875.00 + \$175.00 = \$1050.00 (20% of median value)**

**Any offer above \$1050.00 will not be considered for issuance of a Standing Offer. In this case, Offer E (Grand total of all sections - Rate/Taux of \$1220.00) will not be considered for the issuance of a Standing Offer.**

**5. Page 38 of 72, 8. -- 2nd paragraph, Offerors agree to maintain firm unit prices for storage services.....**

Question: Do we understand that the value of coverage (60 cents per pound) will also remain in effect until the shipment is removed?

**Ans: Yes this is correct. The Canadian Uniform Household Goods Bill of Lading limitation of coverage shall not be less than 60 cents per pound. As per 3.2.3 the Missing or damaged items in long term storage - The basis for Offeror liability for items which are on their inventory of items placed in long-term storage will be: the Offeror's liability as per the bill of lading, not to be less than \$0.60 per pound.**

**6. Page 41 -- 1.5 b, The Offeror shall perform all moves allocated regardless .....**

Question: This statement doesn't seem to correspond with other sections of the, RFSO (Page 34) can you confirm that this section is to be removed?

**Ans: The Offeror must perform the Work described in the statement of work. The Offeror will not refuse any call up against the Standing Offer except under special circumstances such as request for rush moves as indicated in Annex A section 1.5b.**

**If an Offeror is unable to accept a call-up requirement, then the so identified call-up will be offered to the next Offeror on the distribution list. This methodology will continue to be applied whenever an Offeror declines a call-up, so that declined call-ups are offered to the rest of the Offerors on the distribution list consistent with the proportional distribution of the remaining Offerors. Call-ups declined by Offerors will be accounted for as part of the proportional distribution. - When an Offeror cannot accept a call-up it will inform the Project Authority and the Standing Offer Authority.**

**7. Page 47 - h, Do we understand that DFAIT wishes the Offer to cover the cost of any hoisting, lowering rigger.**

Please confirm that the Offer will still have no liability.

**Ans: The Offeror is responsible for loading the effects and arranging services relating to loading. When services are required, the Offeror must request prior approval from the Crown and, when approved, the Crown will pay actual cost based on receipts.**

**8. Page 49 -- (h) "Provide a claims package"**

Question: Does the Project Authority have standard package to provide the Offeror, to give to the customer, as we do not provide any coverage on these shipments?

**Ans: DFAIT will provide the Offeror with the information which must be provided to clients.**

**9. Page 52 -- 3.4.3.1c, Failure to provide an estimate of the weight of shipment within the specified time HHE ship has been cleared**

Question: Can you expand on this statement, not clear?

**Ans: Delete Annex A (Table - Service Shortfall and Liquidating Damages - 3.4.3.1 c) - "HHE ship has been cleared"**

**10. Page 3.4.3.2 b)**

Question: Do you think that a clear and detailed policy on what DFAIT would consider when unpacking services have been completed? Each mover has it's own policy.

Is completion when we have:

1. A signed unpack statement,
2. If a shipper wishes to unpack themselves and mover picks up cartons at a later date,
3. is this considered a complete unpack

If you set the details of what is expected in an unpack it would be helpful for the mover and the customer.

**Ans: Completion is attained once the Offeror has received a signed unpack statement and has picked-up empty cartons. This is normally done during one pick-up at a later date if requested by the employee`**

**11. Page 58 15 Carpets.....**

Question: If the Offeror feels that the carpets and rugs need inspecting and treatment by a 3rd. party, as this service provides protection to DFAIT coverage of the shipment, don't the charges for this service lay with the customer?

**Ans: No. Once the rugs and carpets are in the offeror's warehouse, it is the offeror's responsibility to ensure that they are well maintained**

**12. Page 61 1, Ask to advise employee in writing which articles need to be serviced/certify.**

Question: Does the Offeror have to prepare a list of each piece or will as in the past or Offeror provides a general list of items that need to be serviced in an information package?

**Ans: The Offeror must advise the employee which articles or appliances require servicing and /or certification. However, in addition, if a specific item requires servicing such as a spa**

**13. Page 65: Annex "E"**

Questions: As we are to be judged on these reports, can the statement read " For services received in OTTWA only"? As you know sometimes the Ottawa Offeror get blamed for local delivery problems half way around the world.

**Ans: Yes. The distinction is made between the services received in Canada and the services received abroad.**

**14. Part 1 - General Information, 2. Summary**

i) page 6, middle, "Firm unit prices of call-ups made for storage services and delivering to residence will remain in effect throughout the period of Standing offer and continue....."

4.1 Basis of Payment, Page 36 Last paragraph, "Firm unit prices indicated for removal and storage services will remain in effect throughout the period of the Standing offer, plus an option of a one (1) year extension..."

Question: These 2 statement appear to conflict, which one applies?

**Ans: PART 7B, B. RESULTING CONTRACT CLAUSES, Section 4.1 Basis of payment Page 36 refers to the resulting contract clauses of the Standing Offer (SO) firm unit for the two years plus one option year whereas PART 1 - GENERAL INFORMATION Section 2 - Summary Page 6 refers to Offerors who were issued a Standing Offers under 08956-110350 but after the expiration of the SO (08956-110350) did not qualify for a new SO and still have HHE in their warehouse will honor the firm unit rate in basis of payment until the removal of the HHE**

**15. Part 1 - General information, 5. Key Terms**

Page 8, Freight Forwarder, (... door to door wherever possible)

Questions: Does this mean that the Freight Forwarder will now be able to pick up from the employee's residence?

**Ans: No, this is referring to Freight Forwarders delivering of overseas shipments and not local pick up.**

**16. Part 3 - Offer Preparation Instructions 3.3 Section II: Financial Offer**

d) page 18, "...The firm unit prices in the Basis of Payment may be subject to negotiation and to a request of price support before acceptance"

Question: How can a firm price be subject to negotiation?

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**Ans: Canada reserves the right to negotiate if the unit prices are not reasonable**

**17. Part 4 - Evaluation Procedures & Basis of Section 1.2.2 (a) Company Experience Page 21**

4. "...a minimum of 30 removals in each direction, each year, are within the capability of the Offeror"  
 Question: Proportional Distribution 1.3.3 on page 25, if using the 450 relocations, and these percentages on page 25, the lowest bidder already needs to do 36 moves. This is if there are 8 accepted, it would be move if less.

Can this formula be changed so this is fair for small/large companies based on their capabilities?

**Ans: No the formula will remain the same.**

**18. Part 7 - Standing Offer and resulting contract clauses, A. 2.2 Standing Offers Reporting Page 30 & 31**

Question: Can PWGC or the Project Authority supply accepted bidders with a standard format for the requested reports?

**Ans: PWGSC will provide a standard reporting format to qualified Standing Offer holders.**

**19. PART 7B, Section 10. Limitation of Liability, Page 39 "The basis of the Offeror liability for items which are on their inventory, placed in long term storage, will be: the replacement cost value for the item at the time of the discovery of the loss or damage"**

Page 49 3.2.3. Long term Storage

b) " Missing or damaged items in long term storage - the basis for Offeror liability for items which are on their inventory of items place in long-term storage will be: the Offeror's liability as per the bill of lading, not to be less than \$0.60 per pound"

Question: These are conflicting statements, which rule applies, with reasonable explanation?

**Ans: The limitation of liability ensures that the Offeror will only be responsible for the cost value for the item without incurring additional costs relating to having lost or damaged an item. Page 49 makes reference to the minimum responsibility which the Offeror has with regards to lost or damaged items.**

**20. Annex A, Statement of Work 1.1. General Requirement, page 40 "....and claim settlement services."**

Question: Is Claim settlement not handled by the Government insurer, currently Unirisc?

**Ans: Claim settlement services as understood in the statement of work involves the Offeror providing the information to the employee on the claims process.**

**21. 1.5 Distribution of Anticipated Service Requirements**

b. "There is no right to refusal...."

b.iv "... will result in service failure and the associated liquidated damages" page 41

Question: Will PWGC and Project Authority be monitoring move dates so that a majority of the requests will not be for similar days, i.e. last week of June, July and beginning of August?

**Ans: No. The reality of the services required is that many of the moves will be required during the peak season.**

**22. Question: Why is there no minimum weight for charges?** A minimum is an acceptable standard in the moving industry. 500 or 1000 lbs. minimum should be incorporated.

**Ans: A requirement to remove all HHE from a residence less than 500 lbs is not likely.**

**23. Annex A - SOW - p.47 3.2.1 i. Para 2** Please clarify the statement "the Offeror will be responsible for all costs associated with same including freight costs and at the mission as well as any costs with the return shipment." - Are we to interpret this as even though the employee is made aware, the Offeror must front the additional charges and then collect directly from the employee? Or is this to apply only if the Offeror fails to notify the employee and the Department?

**Ans - The statement only applies when the Offeror fails to notify the employee or ships the effects without having secured the confirmation from the employee that they accept all related costs to the over weight shipment.**

**24. Annex B - p. 57 C) ii Sea Lift Van** - can you please confirm that there will either be inspections or penalties for those who do not follow the dimension / instructions for liftvans as required in the RFSO -

Wood has increased dramatically over the last few weeks which has an impact on our cost of doing business. Over and above the cost of wood, one liftvan alone uses approx. \$7.00 of caulking, \$20.00 for the exterior roofing with an additional \$20.00 of plastic for the interior.

We would like to ensure that everyone is quoting on the same quality of service and product, as the RFSO has always stated the requirements in the past but yet we have seen everything from used liftvans, weathered wood, cardboard sealifts as well liftvans with obvious gaps and no caulking so that you are able to see inside.

**Ans - There will be inspections as well as service shortfalls will apply when the RFSO requirements are not met.**

**25. Can you please provide a written statement for spas?** Will remain the responsibility of the employee? Are they responsible to have them brought to our whse and is the storage covered by the Department?

**Ans: With regards to spas as well as other large items, a policy will be finalized for the next posting season which will clearly state that the employee is responsible for the servicing, disassembly of the item and ensuring that it is ready to be packed and loaded by the moving company on the moving day. The employee is not responsible to bring HHE to the warehouse.**

**26. PART 1 - General Information 2 - Summary**

Option to Extend the S.O. - (vii) is either missing in the English version P.7 or should be removed in the French version (please clarify)

**Ans: Delete from French solicitation PART 1, subsection (vii)**

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**27. PART 1 - General Information**

5- Key Terms - P.8 - NCR is defined as a 150 km radius. Is there a maximum km range that the per km rate can be applied from Annex C?

**Ans: (NCR) - For the purpose of this solicitation the NCR is defined as 150km radius from Ottawa downtown. Per km rate applies to moves that are 151 km from the NCR and there is no maximum km range that applies to the rate in Annex C**

**28. 1.3 Financial Evaluation p.24**

Please clarify whether the portion of the statement "above the median value of Total Bid "Price / Rate" is referencing Annex C "GRAND TOTAL OF ALL SECTIONS" - Evaluation Price?

**Ans: the reference is "GRAND TOTAL OF ALL SECTIONS" - "Rate / Taux" in Annex C**