

**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

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

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  
K1A 0S5

<b>Title - Sujet</b> Removal Services	
<b>Solicitation No. - N° de l'invitation</b> E60LM-110012/B	<b>Date</b> 2012-12-20
<b>Client Reference No. - N° de référence du client</b> E60LM-110012	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZL-101-25251
<b>File No. - N° de dossier</b> 101zL.E60LM-110012	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-02-15</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Pyett, David	<b>Buyer Id - Id de l'acheteur</b> 101zl
<b>Telephone No. - N° de téléphone</b> (819) 956-8500 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

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

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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 Security, 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 Technical Criteria, Presentation of Business Distribution Proposal, and Certifications Precedent to Contract Award.

The Annexes include the Statement of Work, Basis of Payment, Service Failures, Value Index Model - Performance, Replacement Cost Protection, CRS/FEAMS, Aboriginal Involvement and Comprehensive Land Claims Agreement, and Glossary.

### 2.0 Summary

The Interdepartmental Committee (IDC) on Household Goods Removal on behalf of 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 private motor vehicles (PMVs) of federal government employees (herein referred to as the shipper) across the service area of Continental North America exclusive of Mexico. The services in support of the movement of HG&E and PMVs include the following phases: pre-move consultation, packing, loading, scaling, transportation, storage-in-transit, long term storage, unloading, unpacking, replacement cost protection (insurance), and claims settlement services.

The period of any resulting contract shall be from date of contract award to 31 March 2017 with an irrevocable option on the part of Canada to extend the period of the contracts by up to four additional one year options to 31 March 2021.

The requirement is limited to Canadian goods and/or services.

### 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

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 ( 8 hard copies and 1 soft copy on *CD*);

Section II: Presentation of Business Distribution Proposal( 4 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 Business Distribution Proposal 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 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: Presentation of Business Distribution Proposal

**1.1** All information related in any way to price is to appear only in the business distribution proposal.

**1.2** The Bidder is required to submit the business distribution proposal in accordance with Attachment 2 to Part 4

**1.3** 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 email address) authorized by the Bidder to enter into communications with Canada with regards to:
  - a. their bid; and
  - b. any contract that may result from their bid.

### 1.4 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.

## 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.

## **1.2 Presentation of Business Distribution Proposal**

**1.2.1** For contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Business Distribution Model detailed in Attachment 2 to Part 4.

## **2.0 Basis of Selection**

### **2.1 Basis of Selection**

**2.1.1** To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation; and
- (b) meet all mandatory evaluation criteria.

**2.1.2** Bids not meeting (a) or (b) will be declared non-responsive. The responsive bids 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.

Num	Related SOW section	Mandatory Requirement	Cross Reference to Bidder's Proposal
MT1		Geographic Coverage The Bidder must have a subcontractor(s) in all 36 core centers listed below at the time of bid closing, and maintain a subcontractor(s) in these core centers throughout the life of the contract.	
		Geographic Coverage and submit with their bid submission.	
		Barrie	
		Jonquiere	
		Shilo	
		Calgary	
		Kelowna	
		St John's	
		Charlottetown	
		Kingston	
		Thompson	
		Cold Lake	
		London	
		Toronto	
		Edmonton	
		Moncton	
		Trenton	
		Fort McMurray	
		Montreal	
		Vancouver	
		Fredericton	
		Ottawa/Gatineau	
		Victoria	
		Grande Prairie	
		Petawawa	
		Wainwright	
		Greenwood	
		Prince George	
		Whitehorse	
		Halifax	
		Quebec City	
		Winnipeg	
		Happy Valley-Goosebay	
		Regina	
		Yellowknife	
		Iqaluit	
		Saskatoon	

Num	Related SOW section	Mandatory Requirement	Cross Reference to Bidder's Proposal
MT2		<p><b>Governance and Accountability</b></p> <p>The Bidder must submit an overview of its Governance and Accountability Framework.</p> <p>The Governance and Accountability Framework must describe:</p> <p>a. the rules and practices by which the Bidder's organization ensures accountability, fairness and transparency in the organization's relationship with its stakeholders (financiers, customers, management, subcontractors, employees and government);</p> <p>b. the Bidder's organizational structure, from the local to the national level, and define the roles, responsibilities, authorities, accountabilities and back-up process of key positions.</p>	
MT3		<p><b>Subcontractor Management Plan</b></p> <p>The Bidder must submit a Subcontractor Management Plan that identifies the working relationships between the Bidder and the subcontractors that will provide services under the resulting contract. The Subcontractor Management Plan must address each of the following items:</p> <p>a. The Bidder's overall methodology used to manage its subcontractors and their deliverables;</p> <p>b. How the Bidder will manage a notification from Canada that services provided by subcontractors have failed to meet performance measures as established in the contract; and</p> <p>c. How the Bidder will manage a breakdown in the relationship between the Bidder and one of its subcontractors causing friction in their ability to continue to work together.</p>	

Num	Related SOW section	Mandatory Requirement	Cross Reference to Bidder's Proposal
MT4		<p><b>Draft Quality Assurance Program</b></p> <p>The Bidder must submit a draft Quality Assurance Program as part of bid submission. The Bidder must plan to comply with this program when delivering HG&amp;E or PMV move services to Canada.</p> <p>The draft quality assurance program must include:</p> <p>a. Quality Planning: Method of identifying which quality standards are relevant to ensure compliance with the requirements of the SOW and of determining how to satisfy them;</p> <p>b. Quality Assurance: Method of evaluating overall performance on a regular basis to provide assurance that the Bidder will address the relevant quality standards and ensure customer satisfaction;</p> <p>c. Quality Control: Method of monitoring specific results to determine if they comply with relevant quality standards and identifying ways to eliminate causes of unsatisfactory performance.</p>	
MT5		<p><b>Major Account References</b></p> <p>The Bidder must provide reference for 3 major accounts where the Bidder was awarded multi-year contracts involving inter-provincial long haul move services that were delivered by the Bidder. These accounts must be of similar size and complexity to the requirements of the SOW and must have been completed within the past 5 years.</p> <p>Major account is defined as an account that is arm's length from the Bidder's organization with a total of over 200 long haul move requirements per year (serviced by multiple suppliers). Similar size and complexity is defined as each of the Bidder's reference accounts having included 50 HG&amp;E and 20 PMV moves completed per year with travel distances greater than 500 miles from origin to destination.</p> <p>The Bidder must include the following details for each referenced project:</p> <p>A. name of the major account  B. role of the Bidder in the account  C. brief description of the services provided  D. start and end date of the contract  E. annual contract value  F. name, titles and telephone numbers of account contact person (Canada may contact these references to validate the information provided.)</p>	

Num	Related SOW section	Mandatory Requirement	Cross Reference to Bidder's Proposal
MT6		<p><b>National Director</b></p> <p><b>a. National Director Position:</b></p> <p>The Bidder must designate a corporate employee as the National Director responsible for activities identified in section 1, paragraph 1.9 of the Statement of Work.</p> <p><b>b. <u>Experience:</u></b></p> <p>The Bidder must submit the resume of the designated National Director who shall have experience in projects that have characteristics similar to the requirements of the SOW .The proposed person shall have the following:</p> <ol style="list-style-type: none"> <li>1. at least 5 years overall related work experience; and</li> <li>2. 3 years experience within the last 10 years with responsibility for major accounts of similar size and complexity to the requirements of the SOW.</li> </ol> <p><b>c. References:</b></p> <p>In order to demonstrate that the proposed National Director meets these qualifications/criteria, the Bidder must provide reference projects for 2 major accounts managed by the designated National Director. These projects must be of similar size and complexity to the requirements of the SOW and must have been completed within the past 10 years.</p> <p>The Bidder must include the following details for each of the National Director's referenced project:</p> <ol style="list-style-type: none"> <li>1. name of client</li> <li>2. brief description of the services provided</li> <li>3. role of designated National Director in the project</li> <li>4. start and end date of the project</li> <li>5. annual contract value</li> <li>6. name, titles and telephone numbers of account contact person (Canada may contact these references to validate the information provided.)</li> </ol> <p><b>Definitions:</b></p> <p>For the purposes of MT 6, a major account is defined as an account that is arm's length from the organization the National Director was working for during the project period, with a total of over 200 long haul move requirements per year (served by multiple suppliers). Similar size and complexity is defined as accounts having included 50 HG&amp;E moves completed per year with travel distances greater than 500 miles from origin to destination.</p>	

## ATTACHMENT 2 to PART 4

### PRESENTATION OF BUSINESS DISTRIBUTION PROPOSAL

#### 1.0 EVALUATION OF PROPOSALS

- 1.1 There are four (4) distinct sections of the Basis of Payment (see Part 2). For ease of assessment, certain related items have been grouped together:

Section 1 - General  
 Section 2 - Tariff Rates  
 Section 3 - Replacement Cost Protection  
 Section 4 - Additional Charges

- 1.2 In paragraph 2 of this Attachment there are a number of costs associated with having a service, or group of services, provided. These costs are known as the Business Contract Values (BVC).
- 1.3 Subject to the conditions outlined in Part 4, Paragraph 2.1, a contract award will be offered to responsive bidders in accordance with the results achieved as part of the business distribution proposal.

#### 1.4 Self Determined Business Distributions

The Business Distribution will be used to determine the values to be incorporated into Annex B, Basis of Payment which will form part of any resulting contracts. Bidders must:

- a. Determine the minimum and maximum percentages of business they are willing to perform within the bid constraints outlined below. This equates to the Bidder's business range;
- b. Assess the benchmark values as a package, and bids should reflect the percentage increase/decrease from the BCV required for the Bidder to be able to perform the required services;
- c. Provide a rate for each percentage of business within the business range; and
- d. Submit bids at a rate that is reflected as a percent increase or decrease from the BCV (expressed as +, 0, or -) by completing the table found at Paragraph 3.1.

#### 1.5 Bid Constraints

- a. For Bidders currently holding a HGMS contract (W8488-06AAZZ) with the Federal Government: a minimum of 15% and a maximum of 50% of business; and;
- b. For Bidders not currently holding a HGMS contract (W8488-06AAZZ) with the Federal Government: a minimum of 15% and a maximum of 20% of business.

Note: the historical business volume table in Annex A is provided for informational purposes only and cannot be construed as confirmation of future business requirements.

- 1.6 The aim of the bid evaluation process is to achieve 100% of the business volume for the lowest overall cost with the fewest number of responsive Bidders.
- 1.7 The following is an example to illustrate potential bids received from several bidders and the initial business distribution assignment process:

Percent of Business	Bidder 1	Bidder 2	Bidder 3	Bidder 4 (new)	Bidder 5 (new)
15	N/A	0	N/A	1	-3
16	N/A	0	N/A	1	-3
17	N/A	0	N/A	1	-3
18	N/A	0	N/A	1	-3
19	N/A	0	N/A	0	-3
20	0	-1	N/A	0	-3
21	0	-1	N/A	N/A	N/A
22	0	-1	N/A	N/A	N/A
23	0	-1	N/A	N/A	N/A
24	0	-1	N/A	N/A	N/A
25	-1	-2	N/A	N/A	N/A
26	-1	-2	N/A	N/A	N/A
27	-1	-2	N/A	N/A	N/A
28	-2	-2	N/A	N/A	N/A
29	-2	-2	N/A	N/A	N/A
30	-2	-2	1	N/A	N/A
31	-2	-2	1	N/A	N/A
32	-2	-2	1	N/A	N/A
33	-2	-2	1	N/A	N/A
34	-2	-2	0	N/A	N/A
35	-3	-3	0	N/A	N/A
36	-3	-3	0	N/A	N/A
37	-3	-3	-1	N/A	N/A
38	-3	-3	-1	N/A	N/A
39	-3	-3	-1	N/A	N/A
40	-3	-3	-1	N/A	N/A
41	N/A	NA	-2	N/A	N/A
42	N/A	NA	-2	N/A	N/A
43	N/A	NA	-3	N/A	N/A
44	N/A	NA	-3	N/A	N/A
45	N/A	NA	-3	N/A	N/A
46	N/A	NA	-4	N/A	N/A
47	N/A	NA	-4	N/A	N/A
48	N/A	NA	-4	N/A	N/A
49	N/A	NA	-4	N/A	N/A
50	N/A	NA	-4	N/A	N/A

- 1.8 Using this example, the first step is that Canada will start the bid distribution process with the Bidder who offers the largest savings (based on BCV (0) being neutral) for the largest volume of

business. In the example above, Canada would start by selecting Bidder 3's bid of 50% of business at BCV(-4).

1.9 At this point, Canada will now look to distribute the remaining 50% of business amongst the remaining bidders that offer the next largest savings. In the example above, there are three bidders (Bidder 1, Bidder 2 and Bidder 5) that are offering the same rates (BCV(-3)) for varying percentages of business. As the combined percentage of business (40% + 40% + 20%) exceeds the remaining 50% business requirement, the remaining 50% will be offered to the Bidders with the lowest deviation from BCV with the business volume adjusted accordingly. As such, Bidder 1, Bidder 2 and Bidder 5 would each be offered 16.66% of business at BCV(-3). This would then form the individual tariff rates for each of the responsive Bidders' tariffs for the contract period.

1.10 **RFI QUESTION FOR INDUSTRY RESPONSE:** Canada requests industry suggestions on a process for handling a tie between Bidders 1, 2 and 5 while maintaining best value to Canada. Industry should keep in mind that the minimum percent of business volume for any single service provider has been established at 15%.

Solicitation No. - N° de l'invitation

E60LM-110012/B

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

101zl

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

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## 2.0 IDC BENCHMARK RATES

**Table 1: General All-inclusive Moving Services Rates for Moves Originating in Canada (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999						
<b>1-50</b>	\$37.54	\$51.90	\$47.75	\$49.30	\$46.43	\$44.65	\$41.94
<b>51-100</b>	\$38.82	\$53.13	\$49.29	\$50.26	\$47.37	\$45.30	\$42.67
<b>101-200</b>	\$42.32	\$55.93	\$52.83	\$52.93	\$ 50.44	\$47.17	\$44.42
<b>201-300</b>	\$49.46	\$62.80	\$58.73	\$58.61	\$54.88	\$51.11	\$47.22
<b>301-400</b>	\$54.35	\$67.06	\$62.19	\$62.26	\$58.57	\$53.56	\$49.72
<b>401-500</b>	\$59.55	\$72.09	\$67.55	\$67.00	\$62.57	\$56.79	\$52.07
<b>501-750</b>	\$65.41	\$77.72	\$72.70	\$71.78	\$66.05	\$61.38	\$58.42
<b>751-1000</b>	\$73.40	\$85.03	\$79.79	\$78.38	\$72.74	\$66.95	\$64.67
<b>1001-1500</b>	\$87.98	\$99.51	\$92.58	\$89.93	\$83.73	\$77.57	\$76.90
<b>1501-2000</b>	\$100.61	\$109.71	\$104.53	\$101.65	\$91.97	\$88.31	\$88.16
<b>2001-3000</b>	\$115.51	\$125.82	\$120.08	\$117.27	\$110.16	\$105.61	\$106.47
<b>3001-3500</b>	\$130.19	\$139.75	\$136.18	\$132.84	\$127.29	\$120.60	\$124.24
<b>3501-4000</b>	\$140.58	\$149.43	\$144.57	\$142.29	\$136.64	\$130.38	\$135.10
<b>4001-4500</b>	\$150.27	\$158.49	\$152.69	\$151.36	\$144.88	\$138.78	\$145.22
<b>4501-5000</b>	\$158.26	\$152.60	\$159.87	\$158.42	\$151.68	\$146.15	\$153.33
<b>5000+</b>	\$163.59	\$171.00	\$166.13	\$164.21	\$157.55	\$152.25	\$159.64



**Table 2: General All-inclusive Moving Services Rates for Moves Originating in Continental United States (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999						
<b>1-50</b>	\$43.92	\$58.08	\$52.80	\$53.74	\$50.61	\$48.67	\$45.71
<b>51-100</b>	\$45.32	\$59.42	\$54.48	\$54.79	\$51.64	\$49.37	\$46.52
<b>101-200</b>	\$49.13	\$62.46	\$58.34	\$57.69	\$54.98	\$51.42	\$48.42
<b>201-300</b>	\$56.91	\$69.95	\$64.77	\$63.89	\$59.82	\$55.71	\$51.47
<b>301-400</b>	\$62.25	\$74.60	\$68.54	\$67.86	\$63.84	\$58.38	\$54.20
<b>401-500</b>	\$67.91	\$80.08	\$74.38	\$73.03	\$68.21	\$61.90	\$56.76
<b>501-750</b>	\$74.30	\$86.22	\$79.99	\$78.25	\$71.99	\$66.90	\$63.68
<b>751-1000</b>	\$83.01	\$94.18	\$87.72	\$85.43	\$79.29	\$72.97	\$70.49
<b>1001-1500</b>	\$98.89	\$109.97	\$101.66	\$98.02	\$91.26	\$84.55	\$83.82
<b>1501-2000</b>	\$112.67	\$121.08	\$114.69	\$110.79	\$100.24	\$96.26	\$96.09
<b>2001-3000</b>	\$128.90	\$138.64	\$131.63	\$127.82	\$120.08	\$115.11	\$116.05
<b>3001-3500</b>	\$144.91	\$153.83	\$149.18	\$144.79	\$138.74	\$131.46	\$135.42
<b>3501-4000</b>	\$156.23	\$164.38	\$158.33	\$155.10	\$148.94	\$142.12	\$147.25
<b>4001-4500</b>	\$166.79	\$174.25	\$167.18	\$164.98	\$157.92	\$151.27	\$158.29
<b>4501-5000</b>	\$175.50	\$167.84	\$175.00	\$172.67	\$165.33	\$159.30	\$167.13
<b>5000+</b>	\$181.31	\$187.89	\$181.84	\$178.98	\$171.73	\$165.96	\$174.01

**Table 3: SIT**

SIT Rate per CWT per Day (CDN \$)		
Schedule A	Schedule B	Schedule C
\$2.54	\$2.51	\$3.03

## Warehouse Handling Rates

- i. Warehouse handling in..... \$3.68 per CWT  
 ii. Warehouse handling out..... \$3.68 per CWT

**Table 4: Local Cartage Rates within Canada and Continental United States (CDN \$)**

Weight (lbs)	Rate per CWT
<b>1 - 1999</b>	\$18.87
<b>2000 - 3999</b>	\$13.50
<b>4000 - 7999</b>	\$11.55
<b>8000 - 11999</b>	\$11.02
<b>12000 and over</b>	\$10.91

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**Table 5: Moves into LTS within Canada (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999						
<b>1-50</b>	\$36.60	\$50.96	\$46.81	\$48.36	\$45.49	\$43.71	\$41.00
<b>51-100</b>	\$37.88	\$52.19	\$48.35	\$49.32	\$46.43	\$44.36	\$41.73
<b>101-200</b>	\$41.38	\$54.99	\$51.89	\$51.99	\$49.50	\$46.23	\$43.48
<b>201-300</b>	\$48.52	\$61.86	\$57.79	\$57.67	\$53.94	\$50.17	\$46.28
<b>301-400</b>	\$53.41	\$66.12	\$61.25	\$61.32	\$57.63	\$52.62	\$48.78
<b>401-500</b>	\$58.61	\$71.15	\$66.61	\$66.06	\$61.63	\$55.85	\$51.13
<b>501-750</b>	\$64.47	\$76.78	\$71.76	\$70.84	\$65.11	\$60.44	\$57.48
<b>751-1000</b>	\$72.46	\$84.09	\$78.85	\$77.44	\$71.80	\$66.01	\$63.73
<b>1001-1500</b>	\$87.04	\$98.57	\$91.64	\$88.99	\$82.79	\$76.63	\$75.96
<b>1501-2000</b>	\$99.67	\$108.77	\$103.59	\$100.71	\$91.03	\$87.37	\$87.22
<b>2001-3000</b>	\$114.57	\$124.88	\$119.14	\$116.33	\$109.22	\$104.67	\$105.53
<b>3001-3500</b>	\$129.25	\$138.81	\$135.24	\$131.90	\$126.35	\$119.66	\$123.30
<b>3501-4000</b>	\$139.64	\$148.49	\$143.63	\$141.35	\$135.70	\$129.44	\$134.16
<b>4001-4500</b>	\$149.33	\$157.55	\$151.75	\$150.42	\$143.94	\$137.84	\$144.28
<b>4501-5000</b>	\$157.32	\$151.66	\$158.93	\$157.48	\$150.74	\$145.21	\$152.39
<b>5000+</b>	\$162.65	\$170.06	\$165.19	\$163.27	\$156.61	\$151.31	\$158.70

**Table 6: LTS Rates (CDN \$)**

LTS Rate per CWT per Month (CDN \$)		
Schedule A	Schedule B	Schedule C
\$2.42	\$2.31	\$5.60

**Table 7: Rates for Moves out of LTS within Canada (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999						
<b>1-50</b>	\$23.97	\$38.33	\$34.18	\$35.73	\$32.86	\$31.08	\$28.37
<b>51-100</b>	\$25.25	\$39.56	\$35.72	\$36.69	\$33.80	\$31.73	\$29.10
<b>101-200</b>	\$28.75	\$42.36	\$39.26	\$39.36	\$36.87	\$33.60	\$30.85
<b>201-300</b>	\$35.89	\$49.23	\$45.16	\$45.04	\$41.31	\$37.54	\$33.65
<b>301-400</b>	\$40.78	\$53.49	\$48.62	\$48.69	\$45.00	\$39.99	\$36.15
<b>401-500</b>	\$45.98	\$58.52	\$53.98	\$53.43	\$49.00	\$43.22	\$38.50
<b>501-750</b>	\$51.84	\$64.15	\$59.13	\$58.21	\$52.48	\$47.81	\$44.85
<b>751-1000</b>	\$59.83	\$71.46	\$66.22	\$64.81	\$59.17	\$53.38	\$51.10
<b>1001-1500</b>	\$74.41	\$85.94	\$79.01	\$76.36	\$70.16	\$64.00	\$63.33
<b>1501-2000</b>	\$87.04	\$96.14	\$90.96	\$88.08	\$78.40	\$74.74	\$74.59
<b>2001-3000</b>	\$101.94	\$112.25	\$106.51	\$103.70	\$96.59	\$92.04	\$92.90
<b>3001-3500</b>	\$116.62	\$126.18	\$122.61	\$119.27	\$113.72	\$107.03	\$110.67
<b>3501-4000</b>	\$127.01	\$135.86	\$131.00	\$128.72	\$123.07	\$116.81	\$121.53
<b>4001-4500</b>	\$136.70	\$144.92	\$139.12	\$137.79	\$131.31	\$125.21	\$131.65
<b>4501-5000</b>	\$144.69	\$139.03	\$146.30	\$144.85	\$138.11	\$132.58	\$139.76
<b>5000+</b>	\$150.02	\$157.43	\$152.56	\$150.64	\$143.98	\$138.68	\$146.07

**Table 8: General All-inclusive Moving Services Rates for Moves Requiring Third Party Service Providers (GAMS3PSP)**

Location	Rate per CWT (CDN \$)
<b>Moves to/from Nunavut</b>	\$376.60
<b>Moves to/from Northwest Territories</b>	\$341.90
<b>Moves to/from coastal Labrador</b>	\$476.20
<b>Moves to/from Churchill, MB or Pukatawagan, MB</b>	\$49.30
<b>Moves to/from all other locations in Canada</b>	\$333.80

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**Table 9: PMV Rates within Canada and Continental United States (CDN \$)**

Mileage	Class 1 rate per mile	Class 2 rate per mile	Class 3 rate per mile
<b>150 - 500</b>	\$1.22	\$1.38	\$1.45
<b>501 - 1000</b>	\$0.82	\$0.93	\$0.97
<b>1001 – 2000</b>	\$0.58	\$0.66	\$0.69
<b>2001 - 3000</b>	\$0.52	\$0.59	\$0.62
<b>3001 +</b>	\$0.45	\$0.51	\$0.54

**Table 10: Hourly Rates**

Category	Hourly Rate (CDN\$)
Vehicle and one person	\$48.00
Each additional person	\$28.00

**Table 11: Lift Van Rates (CDN \$)**

Lift Van Rates per CWT								
From\To	N1	N2	1	2	3	4	5	6
<b>N1</b>			\$2.12	\$2.39	\$2.61	\$2.79	\$2.88	\$2.88
<b>N2</b>			\$1.20	\$1.50	\$1.85	\$1.97	\$2.03	\$2.03
<b>1</b>	\$2.14	\$1.53						
<b>2</b>	\$2.15	\$1.54						
<b>3</b>	\$2.52	\$1.84						
<b>4</b>	\$2.79	\$2.04						
<b>5</b>	\$2.88	\$2.11						
<b>6</b>	\$2.88	\$2.11						

### 3.0 Presentation of the Business Distribution Proposal

Each presentation of the BDP should consist of the following elements:

1. Matrix

#### 3.1 MATRIX FOR COMPLETION OF SELF DETERMINED BUSINESS DISTRIBUTION

PERCENT OF BUSINESS	DEVIATION FROM BCV
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## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and related documentation to be awarded a contract. Canada will declare a bid non-responsive if the required certifications and related documentation 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, to provide the related documentation or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

### 1. Mandatory Certifications Required Precedent to Contract Award

#### 1.1 Code of Conduct and Certifications - Related documentation

- 1.1.1** By submitting a bid, the Bidder certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any bid in respect of which the information requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.

Bidders who are incorporated, including those bidding as a joint venture, must provide with their bid or promptly thereafter a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, including those bidding as a joint venture, must provide the name of the owner with their bid or promptly thereafter. Bidders bidding as societies, firms, partnerships or associations of persons do not need to provide lists of names. If the required names have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form- PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html>) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

### 2.0 Additional Certifications Precedent to Contract Award

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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

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.

### **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 service offered 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 described in the resulting contract.

## **PART 6 - FINANCIAL CAPABILITY AND REPLACEMENT COST PROTECTION**

### **1.0 Financial Capability**

SACC Manual clause A9033T(2012-07-16), 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 (TBA) to 31 March 2017 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 four 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.

### 4.0 Authorities

#### 4.1 Contracting Authority

The Contracting Authority for the Contract is:

David Pyett (or designate)  
Supply Team Leader  
Public Works and Government Services Canada  
Acquisitions Branch  
Professional Services Procurement Directorate  
Ottawa, ON K1A 0S5

Telephone: 819-956-8500  
Facsimile: 819-956-2675  
E-mail address: david.pyett@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 Expenditure**

**5.1.1** 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.

**5.1.2** 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.

**5.1.3** 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 (2012-07-16), General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Service Failures;
- (f) Annex D, Value Index Model - Performance
- (g) AnnexE, Insurance Requirements - Replacement Cost Protection);
- (h) Annex F, CRS/FEAMS Protocols;
- (i) Annex G, Comprehensive Land Claims Agreements and Aboriginal Involvement;
- (j) Annex H, Glossary; and
- (k) the Contractor's bid dated \_\_\_\_\_ (*insert date of bid*) (*If the bid was clarified or amended, or both insert at time of contract award, as applicable: " as clarified on \_\_\_\_\_ " "and" " , as amended on \_\_\_\_\_ " and insert the applicable date(s) )*

## 10. Replacement Cost Protection

The Contractor must comply with the replacement cost protection requirements specified in Annex E. The Contractor must maintain the required protection for the duration of the Contract. Compliance with the replacement cost protection 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 evidencing the replacement cost protection and confirming that said replacement cost protection 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 policies.

**Household Goods Moving Services**

**DRAFT SOW**

**Revised December 20, 2012**

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## Annex A – Statement of Work (SOW)

### Section 1 - General

#### 1.0. General Requirements

To manage and execute, on an “as and when requested” basis, the physical movement of the personal Household Goods and Effects (HG&E) and Private Motor Vehicles (PMVs) of federal government employees (herein referred to as the Shipper) across the service area of Continental North America, exclusive of Mexico without delays, loss or damage. The services in support of the movement of HG&E and PMVs include the following phases: pre-move consultation, packing, loading, scaling, transportation, Storage-in-Transit (SIT), Long Term Storage (LTS), unloading, unpacking, Replacement Cost Protection (RCP), invoicing and claim settlement services.

#### 1.1. Purpose

This SOW defines the services that shall be provided by the Contractor regarding the movement of HG&E and PMVs.

#### 1.2. Distribution of Anticipated Service Requirements

The requirements for the provision of HG&E and PMV services will vary; therefore, the Contractor must understand that:

- a. This contract offers no guarantee of business volume.
- b. Business is awarded on a national basis throughout Canada and continental USA. The Contractor shall perform all moves allocated regardless of origin, destination or weight. There is no right of refusal of business except for rush moves as per Appendix 1, Rule 3.
- c. The Contractor shall be allocated moves in accordance with their allotted share of business, which is accomplished through the use of an equalization register as described in Annex D. The Contractor’s initial business share at contract award shall be determined through the business distribution model. The Contractor’s continued business share shall be determined in accordance with the Value Index (VI) Model as detailed in Annex D.
- d. Certain geographic locations may experience heavier activity in one year and less in the next as a result of changing requirements.
- e. 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 August, with the peak of activities occurring between the third week of June and third week of July annually.
- f. Every effort will be made to apprise the Contractor of any known significant changes in requirements at any specific location.

#### 1.3. Historical Volume Data

- a. The following table outlines Canada’s move volumes for the period between April 1, 2009 to March 31, 2012:

Historical Volume	FY 2009-2010	FY 2010-2011	FY 2011-2012	Average
Long Term Storage (LTS) lots	1081	910	761	917
Total Local moves (LOC)	2410	1990	1677	2026

LOC HG&E moves during annual posting period	926	843	686	818
LOC HG&E and PMV moves during annual posting period	1	1	2	1
LOC PMV only during annual posting period	0	0	0	0
LOC HG&E moves during peak period	447	419	333	340
LOC HG&E and PMV moves during peak period	1	1	4	2
LOC PMV moves during peak period	0	0	0	0
Total Long Haul Moves Domestic (LHMD)	14167	13015	13401	13528
LHMD HG&E moves during annual posting period	5599	5286	5733	5539
LHMD HG&E and PMV moves during annual posting period	906	837	911	885
LHMD PMV moves during annual posting period	51	78	73	67
LHMD HG&E moves during peak period	3116	2843	3234	3064
LHMD HG&E and PMV moves during peak period	1350	1209	1310	1290
LHMD PMV moves during peak period	141	180	143	155
Total Long Haul United States/Cross Border Moves (LHMUS)	463	448	512	474
LHMUS HG&E moves during annual posting period	378	357	440	389
LHMUS HG&E and PMV moves during annual posting period	108	107	131	115
LHMUS PMV moves during annual posting period	0	1	1	1
LHMUS HG&E moves during peak period	222	221	249	231
LHMUS HG&E and PMV moves during peak period	126	119	153	133
LHMUS PMV moves during peak period	2	3	5	3
Total PMV shipments	2397	2155	2376	2309
PMV shipments during peak period	636	596	669	634
Total number of occasions SIT less than 30 days authorized	2506	1863	1803	2057
Total number of occasions SIT over 30 days authorized	235	261	311	269
Total number of occasions SIV authorized	809	735	830	791
Total number of occasions waiting time authorized	886	762	675	774

**Assumptions:**

1) FY (Fiscal Year) is based on DSR of contract.

2) Annual posting period is June 1 to August 31.

3) Peak period is approximately June 20 to July 20.

Note: All data extracted from CRS/FEAMS

**1.4. Interdepartmental Committee (IDC)**

The IDC for Household Goods Moving Services (HGMS):

- a. is the governing body for this requirement; and
- b. is comprised of three entities: 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). Each entity provides one (1) representative who shall be referred to as the Departmental Authority (herein referred to as the IDC DAs) to the IDC. DND also provides the IDC Chairperson.

**1.5. IDC Objectives**

The following are the primary objectives of the IDC:

- a. to ensure that high quality and reliable HGMS are provided by the Contractor in accordance with the contract;
- b. to monitor and address areas of concern regarding the level of Shipper satisfaction and the quality of services received;
- c. to ensure consistency in the management and the administration of the contract;

- d. to ensure compliance with all applicable government and industry regulations and standards identified in the contract;
- e. to foster open and transparent communication with the relocation industry;
- f. to facilitate improvement to any facets of the HG&E and PMV move life cycle; and
- g. to explore innovative service delivery refinements and alternatives.

#### **1.6. IDC Responsibilities**

The IDC shall:

- a. provide the Contractor with the list of Transportation Agents (TAs) which details their area of responsibility, contact information, address, and Central Removal Services/Furniture and Effects Automated Management System (CRS/FEAMS) code. An updated list will be provided as required;
- b. through its IDC DAs, assist the TAs in such areas as daily operations, training, and resolution of contract compliance/interpretation concerns;
- c. track and monitor service failures and identify any negative trends to the Contractor to address;
- d. advise the Contractor of concerns with the performance of subcontractors based on analysis of service failures and negative trends;
- e. monitor and address areas of concern as indicated by the results of the VI or other relevant observations;
- f. review and respond to any Contractor objections/appeals to service failure decisions;
- g. propose, solicit, review and respond to requests received from the Contractor for amendments to the technical aspects of this contract with the aim of ratifying these requests. Final amendments will be formalized by the Contracting Authority (CA);
- h. provide clarifications regarding any of the technical aspects of this contract as required;
- i. review and approve all documentation provided to Shippers by the Contractor;
- j. update and provide the Contractor with a copy of the IDC approved Pre-Move Information booklets (i.e. HG&E, PMV and for delivery out of LTS);
- k. manage a directory of all IDC authorized weigh scales within Canada. The Contractor will be provided with individual additions, deletions and revisions to the weigh scale directory as they occur and a fully updated version of the weigh scale directory on a quarterly basis;
- l. maintain a list of all IDC approved warehouses;
- m. 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; and
- n. survey Shippers to determine their level of satisfaction and any areas of concern related to the shipment of their HG&E, PMV or related claim settlement.

#### **1.7. Inter-Departmental Committee (IDC) Meetings**

- a. Meetings will be held in Ottawa, or other mutually agreeable locations, to review Contractor performance and to address any arising issues. These meetings will be



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chaired by the IDC with attendance by the IDC DAs, PWGSC's Contracting Authority and the Contractor's representatives. On occasion, the DND Procurement Authority may also attend these meetings. Specific agenda items may be proposed in advance by any of the attendees.

- b. These meetings will provide feedback regarding overall performance as well as identification and resolution of outstanding issues. The Contractor shall provide a report on the quality assurance improvement activities advanced during the preceding period. If the IDC determines that required Continuous Improvement (CI) initiatives are not being adequately demonstrated or having the desired effect, a separate ad hoc (out of cycle) meeting will be convened to address this shortcoming.
- c. A record of discussion will be prepared by the IDC and forwarded to each attendee for their review and concurrence. This document will include an Action Table of items requiring follow-up attention as listed. The Contractor is expected to follow-up appropriately on any assigned action items.
- d. For planning and scheduling purposes the following annual cycle outlines the key steps in this Performance Management (PM) and CI review process:
  - i. Ideally, the 1<sup>st</sup> Wednesday of June Each Year
    - 1. Individual IDC meeting with the Contractor Meeting session to address specific issues related to the applicable Contractor; and
    - 2. Release and review of the previous trimester VI results and redistribution of business share.
  - ii. Ideally, the 1<sup>st</sup> Wednesday of October Each Year
    - 1. Individual IDC meeting with the Contractor Meeting session to address specific issues related to the applicable Contractor;
    - 2. Release and review of the previous trimester VI results and redistribution of business share;
    - 3. Review and evaluation of trials that are in progress;
    - 4. Proposal of contract amendments; and
    - 5. Discussion of implementation of trials related to past or proposed Contract amendments.
  - iii. Ideally, the 1<sup>st</sup> Wednesday of February Each Year
    - 1. Individual IDC meeting with the Contractor Meeting session to address specific issues related to the applicable Contractor;
    - 2. Release and review of the previous trimester VI results and redistribution of business share; and
    - 3. Ratification of any contract amendments.

#### **1.8. Contractor Responsibilities**

The Contractor shall:

- a. deliver services in the Shipper's official language of choice (English or French);

- b. retain a designated National Director (refer to 1.8 Contractor's National Director Requirements/Responsibilities) who will ensure the Contractor complies with all of the requirements of the HGMS contract;
- c. 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;
- d. ensure that if a replacement is required for the National Director position, other than for unexpected absence (reference 1.8.c), the Contractor must submit the proposed candidate to the IDC for approval. Replacement candidates must comply with the Replacement of Specific Individuals clause of the General Conditions included by reference in the contract terms and conditions;
- e. provide HGMS to Shippers in accordance with the terms and conditions of this contract;
- f. Maintain coverage in all 36 core centres listed below in order to deliver the required geographic coverage for HG&E and PMV moves. The Contractor shall provide the IDC with an annual report listing of all its sub-contractors and their locations no later than 15 January each year:

Barrie	Jonquiere	Shilo
Calgary	Kelowna	St John's
Charlottetown	Kingston	Thompson
Cold Lake	London	Toronto
Edmonton	Moncton	Trenton
Fort McMurray	Montreal	Vancouver
Fredericton	Ottawa/Gatineau	Victoria
Grande Prairie	Petawawa	Wainwright
Greenwood	Prince George	Whitehorse
Halifax	Quebec City	Winnipeg
Happy Valley-Goosebay	Regina	Yellowknife
Iqaluit	Saskatoon	

- g. be responsible for all phases of the provision of HGMS contracted services regardless of who is providing the service on the Contractor's behalf;
- h. maintain sufficient organizational flexibility to respond effectively to changing activity levels, thereby ensuring the sustainment of the high quality of the services being provided;
- i. maintain the Governance and Accountability Framework delivered with the Contractor's bid submission. The IDC must be notified of any changes to the framework;
- j. deliver a Code of Conduct to IDC 30 calendar days following contract award. The Code of Conduct must include expectations and consequences for all personnel who have direct contact with the Shipper (i.e. performing services at the Shipper's residence or claim settlement services);
- k. maintain and adhere to the Code of Conduct throughout the life of the contract and notify the IDC of any changes to the code;

- 
- l. maintain the Subcontractor Management Plan delivered with the Contractor's bid submission. An overview of what is expected is outlined in Appendix 10. The IDC must be notified of any changes to the plan;
  - m. deliver the Quality Assurance (QA) Program (reference Section 3 of Annex A) to the IDC for approval 12 weeks following contract award (Draft QA Plan provided with Contractor's bid submission). An overview of what is expected is outlined in Appendix 11. Any changes to the program must be approved by the IDC;
  - n. 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;
  - o. Throughout the life of the contract, the Contractor must deploy a Risk Management Plan used for delivering the service. The Contractor must submit the Risk Management Plan to the IDC for approval 120 calendar days following contract award. An overview of what is expected is outlined in Appendix 12. Any changes to the program must be approved by the IDC;
  - p. The Contractor must provide a claims settlement process for HG&E and PMV moves for approval by the IDC 90 calendar days following contract award. The claims settlement process must include, at a minimum, a description of the following:
    - i. Structure of the insurance organization (in-house or subcontracted);
    - ii. The established procedures to expedite the settlement of claims;
    - iii. The procedures for escalating the level of organizational involvement in order to settle disputed claims;
    - iv. The review procedure for disputed claims;
    - v. The procedures for conveying information on the claims process to the Shipper; and
    - vi. The flexibility of the claim settlement process to accommodate special cases.
  - q. provide the required number of qualified personnel at all levels to ensure the responsive provision of HGMS contracted services;
  - r. ensure that an adequate level of delegated authority is established to permit the Contractor's personnel at all levels to be responsive and pro-active when dealing with all HG&E and PMV issues;
  - s. provide operational staff to attend any ad hoc working groups that are established to improve HGMS processes;
  - t. take required action on all assigned items that are identified during the IDC Contractor meetings, break-out sessions and working groups;
  - u. present to the IDC any recommendations for changes or revisions to this contract in a business case format with all supporting data and documentation;
  - v. coordinate all contracted services with the applicable Transportation Agent (TA);
  - w. encourage direct liaison between the Contractor's subcontractors and the applicable TA to ensure effective coordination of local requirements such as scheduled timings;

- x. work closely with the IDC DA and TA to develop workable solutions to daily challenges in meeting and maintaining the quality of contracted services;
- y. ensure customer service expectations are understood by the Contractor's personnel to maintain the high quality of services provided to the Shipper;
- z. ensure that the Contractor's personnel and subcontractors understand and act in compliance with the terms and conditions of the HGMS contract;
- aa. ensure all information received from its subcontractors is vetted for accuracy, contract compliance and is supported by the Contractor before it is forwarded to the TA or IDC DA for consideration;
- bb. ensure that clear, concise, complete and timely information is provided to the applicable IDC DA when addressing any issues of concern or appeals;
- cc. present all of the relevant facts relating to any previous IDC DA decisions and a listing of all of the subsequent details/explanations that would warrant a revisit of an IDC DA or IDC Chairman decision;
- dd. ensure that all documentation that will be presented to the Shipper is provided to the IDC for review and approval prior to use; and
- ee. not formally survey Shipper's on services performed by the Contractor. The IDC have processes in place which are identified components of the VI 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.

#### **1.9. Contractor's National Director Requirements/Responsibilities**

The Contractor's National Director shall:

- a. have the authority to represent and make decisions on behalf of the Contractor with respect to all HGMS contracted services;
- b. attend all meetings planned or requested by the IDC;
- c. attend IDC Contractor meetings (normally three in each twelve-month period). Each meeting will include a structured break-out session between the IDC and the Contractor as required;
- d. take required action on all assigned items that are identified during the IDC Contractor meetings, break-out sessions and working groups;
- e. present to the IDC any recommendations for changes or revisions to this contract in a business case format with all supporting data and documentation. The business case must provide irrefutable evidence to support the proposed change and convince the IDC that the proposed change is in the best interest of all concerned;
- f. vet and validate all information that is provided to the IDC DA for accuracy, completeness and clarity; and
- g. personally monitor, follow up and provide timely reports to the IDC DA for any unusual situation that warrants increased awareness, visibility and attention due to the significance of the loss, damage or concern.

#### **1.10. Innovative Service Delivery Alternatives**

- a. Recommendations regarding the adoption of new and innovative service delivery alternatives are always welcome. Canada will review all service delivery change

suggestions, with particular focus on cost effectiveness and/or quality enhancement proposals. These suggestions shall be in a business case format and submitted directly to the IDC at least 45 calendar days prior to the IDC Contractor meeting for review and consideration.

**Section 2 - Scope of Work****2.0. General Requirements**

The Contractor shall arrange, administer and manage the complete movement of HG&E and PMVs within the scope of this contract as follows:

- a. Working Hours: The Contractor shall coordinate HG&E and PMVs movement services and assist the IDC, TA and Shipper between 0800 hrs to 1600 hrs (TA time), Monday to Friday, excluding officially recognized Federal Government holidays. Contractors are expected to be flexible in arranging service appointments with the Shipper outside the above hours, when necessary.
- b. Response Times: The Contractor shall provide dedicated telephone services at the Contractor's office to permit accessibility for Shippers and TAs. Email and voice mail, must be responded to within 60 minutes between 0800 to 1600 hours (TA time).
- c. HG&E Safekeeping:  
The Contractor shall:
  - i. use all reasonable precautions to protect HG&E from damage and loss;
  - ii. use appropriate handling equipment when moving/loading HG&E; and
  - iii. protect all HG&E from the elements (rain, snow or sun) and theft at all times.
- d. Residence Safekeeping: The Contractor shall properly protect the residence from inadvertent damage. 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), caused by the Contractor. This also applies to any adjacent property where the damage is caused by the Contractor. Claims for damage to property shall be addressed expeditiously as follows:
  - i. 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 reporting date.
  - ii. 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.

**2.1. Contractor Requirements Related to the Shipper**

The Contractor shall:

- a. ensure all services are provided in the official language of the Shipper's choice;
- b. provide all printed material in the official language of the Shipper's choice;
- c. provide the Shipper with copies of all signed documentation;
- d. 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 1930 hours from Monday to Friday, excluding weekends and statutory holidays. Delivery or unpacking on weekends or statutory holidays may be pre-authorized by

the TA only with mutual agreement between the Shipper and the Contractor, and as long as there is no additional cost to Canada;

- e. not commence any service that cannot be completed by 1930 hours on the same day;
- f. 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;
- g. adhere to the mutually agreed upon times;
- h. promptly notify the Shipper of any delays in excess of 1 hour. The total delay shall not exceed 4 hours from the agreed times; and
- i. notify the Shipper immediately when a HG&E or PMV shipment has incurred loss or damage from a major incident.

## **2.2. Contractor Requirements Related to the TA**

The Contractor shall:

- a. notify the TA immediately when services cannot be completed between 0800 hrs and 1930 hrs to determine the appropriate course of action.
- b. notify the TA 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:
  - i. transportation accidents where injury, loss or damage has occurred;
  - ii. major automation failures (12 hours or greater);
  - iii. break and entry and/or theft involving HG&E shipments;
  - iv. major incidents with Shippers such as an altercation, theft or serious disagreement;
  - v. mechanical breakdowns (24 hours or greater);
  - vi. 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, or in the case of a PMV, an insurance write-off.

## **2.3. Contractor Requirements Related to the IDC DA**

The Contractor shall:

- a. maintain a contingency plan to meet the service requirements specifically to address issues such as load levels beyond normal patterns; loss of critical employees or subcontractors; business interruption of subcontractors and any other factors that may adversely impact service delivery; and
- b. notify the IDC DA immediately when there is major incident or damage/loss, or when there is uncertainty as to the estimated damages to the Shipper's HG&E or PMV.

## **2.4. Move Orders**

- a. Canada will use both CRS and FEAMS to communicate with the Contractor. These systems will be the official systems of record. PWGSC/CRS and RCMP will use the CRS system and DND will use FEAMS as described in Annex F. These two systems are hereinafter collectively referred to as CRS/FEAMS. Contractor communication with these systems is indirect through a firewall.



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- b. Move orders will be communicated electronically via CRS/FEAMS. Within 60 minutes, the Contractor shall log in the date and time of receipt of the move order and acknowledge receipt and any further updates. IDC departments will do the same.
  - c. In case of an electronic CRS/FEAMS system failure, the exchange of move orders and provision of updates will take place by email or facsimile. The Contractor shall comply with the electronic communications deadlines described in Section 2 of Annex A.
  - d. The Date Service Required (DSR) will be specified in the move order.
    - i. The Contractor may request a DSR date change from the TA when deemed necessary and substantiated. This request must be submitted via email at least 5 business days prior to the original DSR date.
  - e. The Contractor is required to provide the weight estimate, distance and transit time guide (TTG) of the move order to CRS/FEAMS no later than 7 business days after receipt of the move order.
  - f. The IDC reserves the right to manually assign a move order within CRS/FEAMS in an effort to ensure cost effectiveness, optimal move coordination and provide quality service to the Shipper(s). For example,
    - i. when a Shipper has both a long haul move and a local move into LTS, the long haul move will be assigned by CRS/FEAMS and the local move will be manually assigned to the same Contractor;
    - ii. when a long haul or local move is booked to deliver a shipment from LTS, it will be manually assigned to the Contractor holding the LTS lots; and
    - iii. When there is a requirement for one or more moves into and one or more moves out of a single location not readily accessible by all-weather roads, the first move will be assigned by CRS/FEAMS and the other move(s) will be manually assigned to the same Contractor.

## **2.5. Pre-move Consultation**

The pre-move consultation is normally the initial face-to-face contact between the Contractor and the Shipper that sets in motion the move process from the Shipper's point of view. Early identification of issues at this initial stage can prevent and reduce problems that could arise during the move. The Contractor shall:

- a. no later than 7 calendar days after receipt of the move order for regular moves, and as soon as possible for rush moves:
  - i. conduct a pre-move consultation at the Shipper's residence; or
  - ii. conduct a detailed telephone pre-move consultation, in lieu of the face-to-face consultation, for moves out of locations not readily accessible by all-weather roads.
- b. request approval from the TA 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;
- c. provide the Shipper with the IDC approved *Pre-move Information Booklet(s)* and review the contents in detail with the Shipper to ensure the process is understood;



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- d. immediately forward the pre-move information booklet(s) to the Shipper by email or courier to review and refer to during the telephone consultation when a telephone pre-move consultation is to be conducted in accordance with Section 2.5.a.ii.;
  - e. advise the Shipper that unrestricted access to the HG&E is required between 0800 hrs and 1600 hrs to ensure that an accurate assessment can be performed;
  - f. notify the TA 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;
  - g. advise the Shipper of any inadmissible items, items that are only accepted in limited quantities and items that the Shipper is responsible to prepare for shipping that were identified during the pre-move consultation;
  - h. thoroughly explain the RCP Coverage and limitations in detail to the Shipper to ensure coverage is understood. As a minimum, the following shall be explained to the Shipper:
    - i. the limitations of the coverage;
    - ii. availability and cost of additional coverage, if required;
    - iii. all relevant exclusions (currency, jewellery, etc.);
    - iv. any special requirements for items of high value such as artwork, jewellery, or cameras;
    - v. claim filing instructions;
    - vi. statutory time limits;
    - vii. Contractor claim department contact information;
    - viii. that the Shipper can only submit one claim;
    - ix. the requirement for preparing and certifying major articles and appliances for shipment as applicable;
    - x. 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;
    - xi. 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
    - xii. fully answering the Shipper's questions.
  - i. obtain the Shipper's signature confirming receipt of the information on the RCP coverage and conditions;
  - j. provide the Shipper with a list of all major articles and appliances that require servicing and certification prior to, or on, the final day of packing. The Shipper is to be advised of their responsibility to make these major articles and appliances accessible for servicing/certification;
  - k. provide the Shipper with an electronically generated room-by-room weight estimate (hereafter referred to as pre-move weight estimate) preferably at the time of the consultation, but no later than the next business day. This pre-move weight estimate

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, and the total estimated weight of HG&E;

- l. use the pre-move weight estimate to produce the pre-printed inventory listing that is used on load day. The IDC requires the Contractor to produce accurate inventory listings. Accordingly, a maximum of 10% handwritten additions and deletions on the inventory listing will be accepted. Handwritten additions must be legible and include an accurate description, and void items must be clearly noted;
- m. provide a weight estimate to CRS/FEAMS:
  - i. for regularly scheduled moves, no later than 7 business days after receipt of the the move order;
  - ii. for rush moves, no later than the day before loading; or
  - iii. within 48 hours after the pre-move consultation has been completed when a delay is pre-authorized by the TA;
- n. contact the TA immediately when the estimated weight exceeds the weight limit specified on the move order;
- o. ensure that the Shipper is aware that if any HG&E is removed from the shipment after the pre-move consultation, the Shipper has to advise the Contractor accordingly so that the weight estimate can be amended before the DSR date. The Contractor shall provide the revised weight estimate to CRS/FEAMS and at the same time provide the Shipper with the revised pre-move weight estimate no later than the next business day; and
- p. shall advise the TA immediately when the Shipper wishes to add HG&E to the shipment after the pre-move consultation. The TA will provide authorization on a case-by-case basis.

## **2.6. Pre- Packing/Packing**

Packing services include the packing of all HG&E, article and appliance preparation and certification, disassembly of furniture and other items, inspection of any cartons packed by the Shipper (for inadmissible items) and crating when required by the Contractor. The Contractor shall:

- a. ensure the preparation and certification of major articles and appliances for shipment, as per Appendix 1, Rule 5, is completed without interfering with packing;
- b. provide packing services in accordance with the standards described in Appendix 4;
- c. perform and complete packing on the day prior to DSR date;
- d. request approval from the TA to perform pre-pack services for shipments with a weight estimate greater than 14,000 lbs, or when deemed necessary. The pre-pack shall not take place any earlier than 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
- e. 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.

## **2.7. Loading**

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Loading includes hoisting, lowering, rigging, and the obtaining of parking permits if required. The Contractor shall:

- a. request approval from the TA to perform packing and loading services on the DSR date for shipments with an estimated weight of 4,000 lbs or less;
- b. request approval from the TA to perform pre-loading services on the day prior to the DSR date for shipments with an estimated weight greater than 14,000 lbs, or when deemed necessary. Once authorized, the Contractor shall complete all packing services prior to pre-loading;
- c. perform only one pick-up of HG&E which must be at the principal residence address at origin;
- d. not drop trailers off at the Shipper's residence for loading unless authorized by the TA;
- e. disassemble pieces of furniture and any other items as required;
- f. tag and condition the HG&E, with the Shipper's participation, using the pre-printed inventory listing;
- g. place any packed firearms in an accessible part of the conveyance to facilitate inspection by a Customs Agent or other government officials;
- h. place all HG&E inside the conveyance. The drayage of any items outside the conveyance (e.g. on tailgate) is expressly prohibited;
- i. provide the Shipper with a copy of the inventory listing which is to be signed and dated by both the Contractor and the Shipper;
- j. remove any accumulated unused packing materials and other debris incidental to packing from the Shipper's residence; and
- k. sign and date the Bill of Lading along with the Shipper.

## **2.8. Confirmation of Household Goods and Effects (HG&E) Actual Weight**

The Contractor shall:

- a. ensure that the vehicle has full fuel tanks prior to scaling. An allowance of up to 20 gallons (92 litres) is permitted to account for fuel contraction within the fuel tank and for the amount of fuel consumed in the distance traveled from weigh scale to the residence. When challenged, the onus will be on the Contractor to demonstrate that the tanks are full by providing all supporting documents and allowing visual access.
- b. ensure that fuel receipts obtained prior to scaling and weigh scale ticket(s) are available for inspection at any time during the loading, transportation and unloading phases;
- c. ensure that the variance between the estimated weight and the actual weight is within the prescribed limitations detailed in Appendix 2;
- d. not be required to scale shipments that include air transport since the scaled weight obtained from the third party service provider will be accepted as the actual weight;
- e. contact the TA for confirmation that the use of constructive weight is permitted as detailed in Appendix 1, Rule 12, paragraph 12.A.3 when there are no authorized scales within a 50 mile radius of origin or destination; and

- f. adhere to the following scaling requirements when the services of a third party service provider as detailed in Rule 15 is required:
  - i. accept the actual weight provided by the third party service provider when air is the mode of transport; or
  - ii. scale shipments at the transfer point of the HG&E from the Contractor to the third party service provider or vice versa when sea or rail third party service providers.

## **2.9. Authorized Weigh Scale Directory**

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. A full updated version of Canada's weigh scale directory will be provided on a quarterly basis until such time as a CRS/FEAMS accessible version is available. 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.

## **2.10. Weigh Scale Documentation Requirements**

The Contractor shall ensure the following:

- a. Each of the scale tickets contain **all** of the following, clearly legible pieces of information:
  - i. name of the Shipper;
  - ii. name and address of the scale;
  - iii. name of the driver;
  - iv. tare and gross weights;
  - v. time and date annotation for each scaling operation;
  - vi. signature, electronic or otherwise, of the Scale Master; and
  - vii. move order #.
- b. Authorized scales that produce handwritten tickets are only to be used if there are no authorized scales available at origin or destination that produces printed tickets. If an authorized scale which produces handwritten tickets is the only scale available at origin, the Contractor shall ensure that all of the information requirements listed in Section 2.10.a. above are included.

**2.11. Scaling at Origin**

The Contractor shall:

- a. unless otherwise specified ensure that all shipments are accurately scaled as follows:
  - i. using an authorized weigh scale located within a 50 mile radius of origin;
  - ii. using the same prime mover and conveyance pair;
  - iii. obtaining the tare weight no more than 24 hours prior to DSR;
  - iv. obtaining the gross weight no more than 24 hours after DSR;
  - v. obtaining tare and gross weights at the same weigh scale. The Contractor shall be responsible to ensure that the hours of operation of the selected weigh scale will meet both scaling requirements;
  - vi. when delivering an LTS lot that was accessed by the Shipper; and
  - vii. when the load date is on a Friday, the Contractor shall obtain the tare and gross weight on a weigh scale which is open upon completion of loading or on Saturday. If there are no scales which are open upon completion of loading or on Saturday, the Contractor is authorized to weigh gross and tare weight at destination as outlined in Section 2.12.
- b. contact the TA immediately when the net weight obtained (i.e. gross weight less the tare weight) exceeds the weight limit specified on the move order, or when the Contractor suspects a scale is providing an inaccurate weight.

**2.12. Scaling at Destination**

The Contractor shall:

- a. scale at destination when there are no authorized scales within a 50 mile radius of origin;
- b. ensure shipments are accurately scaled as follows:
  - i. at an authorized weigh scale located within a 50 mile radius of destination;
  - ii. using the same prime mover and conveyance pair;
  - iii. obtaining the gross weight no more than 24 hours prior to Direct Delivery to Residence (DDR);
  - iv. obtaining the tare weight no more than 24 hours after DDR;
  - v. obtaining gross and tare weight at the same weigh scale. The Contractor shall be responsible to ensure that the hours of operation of the selected weigh scale will meet both scaling requirements.
- c. contact the TA immediately when the net weight obtained (i.e. gross weight less the tare weight) exceeds the weight limit specified on the move order, or when the Contractor suspects a scale is providing an inaccurate weight.

**2.13. Reweigh Required by Canada**

- a. The Contractor shall reweigh a shipment prior to delivery:
  - i. upon request of Canada; or

- ii. when the Contractor suspects a scale is providing inaccurate weight.
- b. The Contractor shall submit the original weigh scale tickets from each scaling procedures.
- c. In the event that two different weigh scales are used, Canada will apply a weight tolerance standard as follows: 250 lbs on a net reweigh weight up to and including 6,000 lbs; and 4 percent on a net reweigh weight greater than 6,000 lbs.

**2.14. Transportation**

Transportation of HG&E encompasses the road transport (i.e. long haul moves and local moves) phase of the shipment from origin to destination and is inclusive of the use of public ferries and shuttle service. The Contractor shall:

- a. provide a prime mover and conveyance in accordance with Appendix 7;
- b. ensure the timely and safe dispatch, load, pickup and delivery of HG&E shipments is in accordance with the Transit Time Guides as per Appendix 3.

**2.15. Storage**

The Contractor shall ensure that:

- a. HG&E is only stored in IDC authorized warehouse facilities;
- b. sufficient authorized warehouse space is available to meet the storage demands associated with this contract; and
- c. warehouse facilities meet the minimum warehouse requirements and the IDC acceptance process for the use of warehouse facilities is adhered to as detailed in Appendix 5.

**2.16. Storage- In-Transit (SIT)**

SIT is short-term storage at destination that is required when the Shipper's residence is not available to receive the HG&E shipment once it has arrived. SIT refers to HG&E stored either in a warehouse or in the conveyance. For moves with origin and destination within 300 miles of each other, the Contractor may request approval for SIT at origin.

- a. SIT Authorization Prerequisites: The Contractor shall only initiate a SIT Authorization request when the following prerequisites have been met:
  - i. the complete shipment has arrived at destination;
  - ii. the minimum TTG has been reached; and
  - iii. the Contractor is able to deliver the shipment within the time limits specified in paragraph 2.1.d.
- b. SIT Authorization: The Contractor shall:
  - i. obtain authorization from the TA prior to placing HG&E into SIT. The authorization request must include:
    - 1. the selected warehouse and corresponding warehouse code (if applicable) or the storage location of the conveyance; and
    - 2. the date that HG&E will be placed into SIT.
  - ii. advise the TA once the HG&E has been placed into SIT.

c. Movement of HG&E Out of SIT:

- i. The Contractor shall obtain authorization from the TA prior to removing HG&E from the approved SIT location;
- ii. For deliveries out of SIT, the TA shall notify the Contractor at least 3 business days prior to the required delivery date. The Contractor shall 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; and
- iii. Deliveries out of SIT with a required delivery date that falls on the last three business days of June or July may be delayed until the second business day of the following month.

**2.17. Long Term Storage**

LTS is normally required when a Shipper is relocating to a “weight-restricted” location and is only authorized to move a portion of their HG&E. Therefore, the remaining balance of their HG&E will normally be placed into LTS at origin.

a. Delivery into LTS: The Contractor shall:

- i. provide to CRS/FEAMS the location of the warehouse selected, the corresponding warehouse code, the distance from the origin address to the warehouse, and the date that the HG&E will be placed into LTS; and
- ii. Maintain an up-to-date directory of all HG&E LTS lots and their locations.

b. Changes to LTS lots: The Contractor shall:

- i. obtain approval from the TA prior to granting the Shipper access to an LTS lot;
- ii. immediately advise the TA of any weight changes to an LTS lot; and
- iii. scale a shipment prior to delivery when the LTS lot was accessed by the Shipper.

c. Delivery out of LTS:

- i. When a move order is created for delivery of a shipment from LTS, the Contractor holding the lots will be assigned the move; and
- ii. The DSR date is the date the shipment is loaded onto the conveyance.

d. Transfer of LTS Lots: The Contractor shall ensure that:

- i. the IDC DA receives a minimum of 30 calendar days notice of the transfer of LTS lots;
- ii. TA approval is obtained prior to the transfer of LTS lots;
- iii. LTS lots are transferred under the supervision of an IDC representative;
- iv. any costs associated with the transfer of LTS lots are to be borne by the Contractor;
- v. any loss or damage during the transfer remains the responsibility of the Contractor; and
- vi. the Shipper(s) is informed in writing of the new warehouse address and contact information.

**2.18. Delivery/Unloading**



- a. Delivery Authorization: The Contractor shall contact the TA to obtain delivery instructions once the complete HG&E shipment has arrived at destination. If delivery is possible, DDR authorization will be provided (normally within 3 hours).
  - i. The Contractor may request a pre-authorized DDR to facilitate a door-to-door move if the following conditions are met:
    - 1. The TA confirms the availability of the new residence and the time the Shipper will be available;
    - 2. The Contractor confirms the delivery date and time with the TA; and
    - 3. That the delivery date is to be strictly adhered to.
  - ii. The Contractor may request to deliver a shipment before the minimum specified TTG date has been reached if the Shipper is ready to accept delivery and there are no additional costs to Canada. Once the TA grants authorization, the delivery date is to be strictly adhered to.
- b. Delivery: The Contractor shall:
  - i. perform only one delivery of HG&E which must be at the principal residence address at destination;
  - ii. not drop trailers off at the Shipper's residence for unloading unless authorized by the TA;
  - iii. unload and place HG&E in the corresponding rooms as per the inventory listing, or as directed by the Shipper;
  - iv. re-assemble pieces of furniture and any other items that were disassembled at origin by the Contractor;
  - v. prepare major articles and appliances for use as outlined in Appendix 1, Rule 5;
  - vi. assist the Shipper in annotating visible damage and/or loss on the inventory listing prior to the Shipper signing for receipt of HG&E;
  - vii. immediately annotate damaged cartons on the inventory listing;
  - viii. 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;
  - ix. perform the re-certification of the major articles and appliances; and
  - x. sign and date the Bill of Lading along with the Shipper.

## **2.19. 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 shall:

- a. commence unpacking services no later than the next business day after unloading;
- b. unpack the contents of all china barrels, cartons, and crates at an appropriate pace to avoid overwhelming the Shipper. The Contractor is to allow the Shipper a manageable period of time to put items away in an organized manner as the contents are unpacked;



- c. remove all Contractor's packing material and empty containers from the residence on completion of unpacking;
- d. if an additional pick-up is required, the Contractor shall provide this one-time service within 5 business days of completion of unpacking. The Shipper is required to protect the packing material and empty cartons from the elements; and
- e. if unpacking services are refused by the Shipper, the Contractor is not responsible for the disposal of packing material and empty cartons.

## 2.20. Unpacking Documentation

- a. Loss/Damage Packed Items Form: The Contractor shall assist the Shipper in annotating all losses and/or damages on the IDC approved "LOSS/DAMAGE PACKED ITEMS" form. The Contractor shall provide a copy of the completed form, signed and dated, to the Shipper; and
- b. Unpacking Certificate: The Contractor shall obtain the Shipper's signature and date on the IDC approved Unpacking Certificate once unpacking services have been completed to the Shipper's satisfaction. The Contractor shall provide a copy of the completed form, signed and dated, to the Shipper.

## 2.21. Private Motor Vehicle Shipment Services

The Contractor shall administer and manage PMV shipping services and activities.

- a. A decrepit PMV shall not be shipped at Canada's expense. If the Contractor is concerned with the operating condition of the PMV, the Contractor is to apprise the TA accordingly. The TA will address the identified concerns with the Shipper who will be required to provide the Contractor with a copy of the valid provincial or state safety inspection certificate. The Contractor shall not refuse to accept a PMV that is in safe operating condition based solely on its age;
- b. The Contractor shall ensure the timely and safe transportation of PMV shipments in accordance with the TTG as per Appendix 6;
- c. The Contractor, at their discretion, may elect to ship a PMV with the HG&E. In such instances, the weight of the HG&E shipment can be determined as follows:
  - i. using the PMV weight contained in the *Sanford Evans Motor Vehicle Data Book* which shall be deducted from the actual weight of the shipment; or
  - ii. scaling the HG&E shipment prior to loading the PMV.
- d. PMV Classes:

PMV Class	Description
Class 1	All passenger cars - less than 1.60m in height and a maximum of 14 cubic meters (CBM)
Class 2	All mini-vans and sport utility vehicles (except Ford Expedition, Navigator, Excursion and Chevrolet/GMC Tahoe, Yukon & Suburban) - less than 2.00 m in height and a maximum of 17 CBM.
Class 3	All large sport utilities (such as Ford Expedition, Navigator, Excursion and Chevrolet/GMC Tahoe, Yukon & Suburban),

	pickups, larger vans and all other oversized vehicles up to ¾ Ton rating - greater than 2.00 m in height and a maximum of 25 CBM.
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- e. Pre-Move Contact: The Contractor shall:
- i. contact the Shipper within 7 calendar days for regular moves and within 2 calendar days for a rush move from the date of receipt of the Move Order to confirm PMV(s) particulars, advise the Shipper of the cleaning and documentation requirements, and coordinate the PMV pickup time.
  - ii. transmit to CRS/FEAMS the shipping details for the PMV within 7 calendar days of the DSR. This is to include the name of car carrier, contact name and phone number, pick-up/delivery dates, and any special comments.
  - iii. provide the IDC approved *Transportation of PMV* information package to the Shipper;
  - iv. advise the Shipper during the pre-move consultation of any items that need to be removed from the PMV and any tasks the Shipper is responsible to perform prior to shipment;
  - v. contact the Shipper no later than 2 calendar days in advance of the DSR to reconfirm the timing for PMV pick-up at the Shipper's residence;
  - vi. request prior written authorization from the TA if an alternate pick-up location is required; and
  - vii. request a vehicle appraisal, less than 30 calendar days old, when the PMV is classified as a collectible (over 20 model years old) or an antique (generally those built prior to 1950) automobile.
- f. Acceptance & Pick-up: The Contractor shall:
- i. ensure the PMV has been prepared for shipment in accordance with the Contractor's instructions;
  - ii. provide instructions to the Shipper if corrective action is required prior to accepting the PMV and notify the TA within 1 calendar day. The Shipper is responsible for subsequent arrangements. The TTG may be adjusted, if required;
  - iii. complete the Vehicle Condition Report (VCR) which shall be witnessed and signed by the Shipper. The Contractor shall contact the TA immediately if there are any concerns regarding the condition of the PMV noted during the preparation of the VCR;
  - iv. obtain any special operating instructions from the Shipper to avoid potential issues en route.
- g. Transportation: The Contractor shall:
- i. annotate the location of the license plates on the VCR if they are removed;
  - ii. contact the TA within 1 calendar day for agreement on the proposed course of action if a PMV becomes inoperable at any point during the shipment.
  - iii. notify the TA on the same day followed by a written notice within 1 calendar day indicating the intervention and corrective action taken if there is major damage

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(over \$5,000) or complete loss of PMV, or break and entry/theft involving the PMV.

h. Delivery: The Contractor shall:

- i. contact the TA to obtain delivery instructions once the PMV has arrived at destination. If delivery is possible, Direct Delivery to Residence (DDR) authorization will be provided (normally within 3 hours);
- ii. wash/clean the PMV prior to delivery;
- iii. inspect the PMV with the Shipper to compare the condition to the VCR prepared at origin. Any variations must be clearly annotated on the VCR and be signed by both the Shipper and the Contractor; and
- iv. provide starting assistance for non-running vehicles at the time of turnover to the Shipper (i.e. battery boosting).

i. PMV Reporting Requirements:

- i. Provide the IDC DA with a quarterly PMV Claims Report on the final business day of the quarter as described in Annex E. Nil reports are required when no claims were filed in that period.
- ii. Provide the IDC DA with a Quarterly PMV Shipment Activity Report on the final business day of the quarter. The report is to include the following:
  1. Move order number;
  2. DSR;
  3. DDR;
  4. TTG;
  5. Actual vehicle pickup date;
  6. Actual delivery date;
  7. If a rental car was offered to the Shipper as a result of a late delivery, loss or damage;
  8. Comments/details as to why the actual pickup and delivery dates are different than the DSR and DDR, if applicable; and
  9. If there is a claim for damages or loss.

**2.22. HG & E and PMV Replacement Cost Protection and Claim Settlement**

The Contractor shall provide Replacement Cost Protection for any loss and/or damage of HG&E and PMVs, in accordance with Section 1 of Annex E and Section 2 of Annex E respectively. The Contractor shall:

- a. track loss/damage reports to ascertain and correct any unsatisfactory trends;
- b. provide recommendations and action plans to address areas of high incidence of loss and damage;
- c. provide comprehensive claim settlement services;
- d. maintain all necessary claims documentation for seven years as required by Canada;

- e. provide the claims documentation to Canada on request during the contract, or after the expiry date of the Contract once all claims have been closed, at no charge to Canada; and
- f. make every effort to ensure that loss and damage is minimized as this will in turn reduce the administrative cost to address claims. The IDC will monitor loss and damage claim information carefully to ensure that positive steps are being taken to reduce claims and provide undisputed settlements.

**Section 3 – Performance Measurement and Continuous Improvement Process****3.0. General**

The Contractor shall maintain the approved QA Program (reference Annex A section 1.8.n) to ensure compliance with the required service standards articulated in this contract.

- a. 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 this contract. Contractor measured performance that falls below the performance measurement benchmarks (reference Annex D – Value Index Model-Performance Measurement) are to be proactively targeted by the Contractor for continuous improvement (CI). Corrective measures initiated by the Contractor to improve their performance are to be presented to the IDC at the regularly scheduled IDC meetings.
- b. The IDC will identify negative trends requiring corrective action and request follow-up reports from the Contractor.

**3.1. Objectives**

The Contractor QA Program shall be used to:

- a. monitor and assess the Contractor's adherence to the required service standards;
- b. identify areas of concern and/or negative trends requiring resolution; and
- c. guide and direct the Contractor's CI efforts to promptly correct deficiencies.

**3.2. Quality Assurance (QA) Program Assessment Framework**

- a. Contractor overall performance and contract compliance shall be measured using the VI indices. The measured results against each of these indices will be used in support of 3.1 objectives.
- b. The Quality Assurance Program must include:
  - i. Quality Planning: Method of identifying which quality standards are relevant to the project and of determining how to satisfy them;
  - ii. 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 Section 3.2.c.; and
  - iii. 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.
- c. The QA Program should focus on the following key performance indicators (KPI):
  - i. KPI 1 - Employee Satisfaction;
  - ii. KPI 2 - Damage to HG&E and PMVs; and
  - iii. KPI 3 – Late pick-ups and deliveries of HG&E and PMVs.

**3.3. Continuous Improvement Process**

- a. Performance Reviews: The Contractor shall conduct performance reviews in order to:

- i. identify any positive or negative performance trends by assessing the gaps between their measured performance for each index and the established benchmarks;
- ii. identify the requirement for Contractor CI initiatives to address any shortfalls in meeting the established benchmarks; and
- iii. review shortcomings and initiate corrective actions aimed at eliminating loss and damage claims.

## **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 TAs location, unless otherwise specified in this document.
- 1.2. Statutory Holidays as promulgated by the IDC are treated as weekends. The list of recognized statutory holidays for each year will be provided to the Contractor via email no later than November 30.

### **Rule 2 – Calculating Distance**

- 2.1. Distance for the road portion of the transportation phase shall be calculated for the most direct truck route from the origin address to the destination address using a distance guide recognized by the IDC.

### **Rule 3 – Rush Moves**

- 3.1. A move is classified as a rush move when the Contractor is notified:
  - a. 5 business days or less prior to the DSR date; or
  - b. 10 business days or less prior to the DSR date for moves requiring the use of a Third Party Service Provider.
- 3.2. The Contractor has 2 hours from initial notification to either accept or refuse a rush move. Once a rush move is accepted the Contractor accepts all responsibility and must administer the move in accordance with this contract.
- 3.3. Moves out of LTS or SIT do not qualify as a rush move.
- 3.4. In the event that the original DSR date of a rush move is amended to exceed the number of business days prior to DSR date as outlined in 3.A.1., the move will no longer qualify as a rush move.
- 3.5. Procedures for refusing a rush move:
  - a. the Contractor shall advise the TA electronically within two hours of notification that the move is refused;
  - b. the TA will offer the move to each of the other remaining Contractors as per the register (i.e. the next Contractor on the register will be offered the move first. If rejected once again, then the next Contractor on the register will be offered the move.)
  - c. If all contractors refuse a rush move, the IDC reserves the right to deal directly with a carrier of choice.

### **Rule 4 - Addressing Unsanitary/Contaminated HG&E**

- 4.1. As a guideline, HG&E may be deemed unsanitary/contaminated when it contains excessive mould, mildew, fleas, blood, vermin, excrement, noxious fumes and/or irritants. Additionally, offensive odours that result in personnel not being able to remain in the residence are considered unsanitary. As these situations are very sensitive, they shall be dealt with in a professional manner and with the utmost discretion and confidentiality.

- 4.2. During the Pre-move Consultation or during the packing or loading stage, if the Contractor identifies the HG&E as unsanitary, the TA and the IDC 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.
- 4.3. 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 Contractor may re-inspect the Shipper's residence if deemed warranted. The DSR will only be changed when the HG&E is not acceptable and safe to be serviced.
- 4.4. In extreme circumstances, the IDC DA in consultation with the Contractor may cancel the move order. Such situations will be addressed on a case-by-case basis.
- 4.5. 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 shall advise the TA immediately in such cases.

#### **Rule 5 – Servicing/Certification of Major Articles & Appliances**

- 5.1. Servicing/Certification at Origin: On the final day of packing, the Contractor shall:
  - a. ensure that a certified technician certifies the operating condition of all major articles and appliances;
  - b. ensure that a certified technician prepares articles for shipment in accordance with manufacturer's specifications by:
    - i. 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
    - ii. draining of ice making refrigerators and portable dishwashers.
  - c. provide the Shipper with a copy of the form listing all the major articles and appliances prepared and certified for shipment. This form must be signed and dated by both the Contractor and the Shipper.
- 5.2. Servicing / Re-Certification at Destination: On the unpack day, the Contractor shall
  - a. ensure the preparation for use and the re-certification/confirmation of the operating condition of major articles and appliances at destination. This action shall be completed by no later than the day of unpacking.

#### **Rule 6 - Inadmissible Items**

- 6.1. The Contractor shall advise the Shipper during the Pre-move Consultation which items are inadmissible.
- 6.2. The following items are considered inadmissible and shall not be carried under any circumstances:



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- a. 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; fuel; propane tanks; etc);
  - b. firewood;
  - c. perishable goods;
  - d. livestock and pets;
  - e. aircraft, ultra-light, micro-lights, and associated parts;
  - f. farm or construction equipment;
  - g. outdoor fixed barbeques (brick, cement or stone);
  - h. patio stones and ornamental rocks;
  - i. trailers exceeding 12 ft in length by 8 ft width by 3 ft in height;
  - j. boats exceeding 12 ft in length;
  - k. personal watercraft;
  - l. canoes and kayaks exceeding 18 ft in length;
  - m. dog houses;
  - n. alcoholic beverages;
  - o. ammunition and restricted firearms as defined by the *Criminal Code of Canada* (<http://laws-lois.justice.gc.ca/eng/acts/C-46/>);
  - p. items on the Shipper's premises belonging to a previous or current personal business (e.g hair salon, upholstery, seamstress, tailoring);
  - q. all types of outdoor fencing and outdoor animal enclosures;
  - r. all types of outdoor wooden portable buildings such as sheds and gazebos;
  - s. steel utility cabinets/sheds exceeding 12 ft x12 ft x 8 ft; and
  - t. liquids (i.e. cans of paint, sealed mason jars) which if ruptured or spilled could cause extensive damage to the shipments.

#### **Rule 7 - Items Accepted in Limited Quantities**

**7.1.** The Contractor shall accept the following items in quantities not to exceed the limits below:

- a. Empty bottles, providing they are preserving jars, hobby collections and beer/wine bottles. Limit: 144 bottles;
- b. Major parts of a PMV/snowmobile/personal watercraft/ motorcycle assemblies /large components (including truck caps). Limit: 500 lbs;
- c. Building materials. Limit: 500 lbs;
- d. Hobby material, including rocks forming part of lapidary hobby. Limit: 500 lbs; and
- e. Pet food. Limit 150 lbs.

**Rule 8 – Acceptance of Shipper Prepared Items**

- 8.1.** The Contractor shall accept the following items if the Shipper prepares them in accordance with the manufacturers' instructions, or as outlined below:
- a. Scuba diving tanks shall be emptied, the pressure valve removed and a dust cap installed;
  - b. Waterbeds and hot tubs shall be drained;
  - c. Combustion engine fuel tanks shall be drained;
  - d. Home fitness equipment shall be disassembled;
  - e. Baby/infant cribs shall be disassembled;
  - f. Outdoor articles embedded in the ground or secured to a building shall be removed, detached and cleaned;
  - g. Outdoor articles such as steel utility cabinets/sheds up to 12 ft x12 ft x 8 ft, swing sets, slides, sky rides, jungle gyms, satellite dishes, hot tubs/spas, garden and patio furniture and other outdoor apparatus of a similar nature including boats and watercraft shall be disassembled and cleaned. The disassembled items must be able to fit inside a normal conveyance;
  - h. Indoor articles such as steel shelving, pool tables, elongated worktables, counters, and saunas shall be disassembled and cleaned. The disassembled items must be able to fit inside a normal conveyance as per Appendix 7 of Annex A;
  - i. For items covered by sub-paragraphs e and f above, the Contractor shall advise the Shipper, in writing, at the time of the Pre-move Consultation which items are the Shipper's responsibility to relocate to/from the curb side due to safety, accessibility and size issues that may compromise safe loading/unloading. If the Contractor fails to do so, all actions required to move the item(s) shall be the Contractor's responsibility;
  - j. The Shipper must provide the Contractor with instructions on how to disassemble and assemble shrinks/wall units, and assist if necessary;
  - k. The mechanical components of clocks (e.g. grandfather) shall be prepared for shipment by securing the pendulum, removing weights, and securing the chains;
  - l. CD, Video Cassette Recorder, DVD and Blue Ray players or similar items shall be prepared for shipment by removing all removable storage media (e.g. discs, tapes and SD cards), if applicable;
  - m. All batteries shall be removed from household items and disposed of appropriately;
  - n. Non-restricted firearms shall be prepared, documented, and packed in conjunction with the Contractor with strict adherence to federal regulations;
  - o. All mechanical components of pianos shall be prepared for shipment;

**Rule 9 - Items Accepted at Shipper's Risk**

- 9.1.** The Contractor may accept the following items provided the Shipper agrees that the Contractor is not liable for any loss or damage to these items. The Contractor will be liable for any damage these items may cause to other HG&E articles being shipped.
- a. house plants;

- b. dried flowers; and
- c. green ware.

**Rule 10 – Recreational Vehicles/Other Motorized Equipment**

- 10.1.** The Contractors shall transport the following recreational vehicles and other motorized equipment with the HG&E. These lists are not all-inclusive and the Contractor shall contact the TA if clarification is required.
- a. All-terrain Vehicles (ATV);
  - b. Snowmobiles;
  - c. Motorcycles;
  - d. Motorized tricycles or bicycles;
  - e. Mopeds;
  - f. Scooters;
  - g. Boats less than 12 ft in length with inboard or outboard motors;
  - h. Riding lawnmowers;
  - i. Snow blowers;
  - j. Roto-tillers; and
  - k. Bicycles.

**Rule 11 – Items Requiring Specialized Handling**

- 11.1.** 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 shall:
- a. identify to the Shipper the items requiring specialized handling during the pre-move consultation;
  - b. inform the TA of the items requiring specialized handling and obtain authorization to proceed as agreed.

**Rule 12 – Alternative to Scaling**

- 12.1.** The Contractor is not required to scale over the road shipments with an estimated weight of 4,000 lbs or less as constructive weight of 40 pounds per tagged item will be applied.
- 12.2.** The exception applies to shipments being transported by third party service providers as detailed in Appendix 1, Rule 15. Refer to paragraph 2.8.f. of Annex A for scaling requirements.
- 12.3.** 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. The constructive weight calculation, as substantiated by the inventory listing, shall be confirmed by the IDC DA.
- 12.4.** The Contractor shall ensure that the variance between the estimated weight and the constructive weight is within the parameters detailed in Appendix 2.

- 12.5.** The Contractor shall bundle like items to the maximum extent possible when calculating the constructive weight of a shipment. Examples include:
- a. Bed rails are to be bundled in pairs;
  - b. The ends and sides of baby cribs are to be bundled in pairs;
  - c. Empty totes, to a maximum of ten, are to be stacked and counted as one item;
  - d. Hockey sticks, skis, brooms, long handled garden tools and other like items, to a maximum of five, are to be bundled together and counted as one item; and
  - e. Items that could have been packed in cartons will be bundled rather than counted individually.

**Rule 13 – Storage-in-Transit (SIT)**

- 13.1.** The Contractor must provide up to 30 days of SIT as required. This includes handling in, storage and handling out.

**Rule 14 – Diversion of Shipment**

- 14.1.** The diversion point is the location of the HG&E shipment when the TA provides the Contractor with a revised destination address.
- 14.2.** If the new destination address is greater than 50 miles from the original destination address, the transportation charges will be re-assessed from origin to the new destination address via the diversion point.

**Rule 15 - Third Party Service Providers**

- 15.1.** This rule applies when the shipment of HG&E involves locations where only third party service providers can reach origin and/or destination by air, water or rail.
- 15.2.** For each move order the Contractor must:
- a. manage and execute the move order;
  - b. adhere to the combined TTG for the road portion of the move and the third party service portion of the move;
  - c. make necessary booking arrangements to keep the shipment moving and monitor to ensure the TTG will be met;
  - d. contact the IDC DA immediately if the shipment is delayed due to operational reasons of the third party service provider; and
  - e. assign an appropriate number of qualified personnel to service the move at the location accessible only by the third party service provider.
- 15.3.** The Contractor must ensure that RCP is in effect for all phases of the move.

**Rule 16 - Move Delay or Cancellation by Canada**

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

- 16.3.** If a cancelled move order is re-instated within 30 calendar days, the TA will manually assign the new move order to the original Contractor.

**Rule 17 – Moves to and from Alaska**

- 17.1.** There are two options for moves to and from Alaska:
- a. Option A - Lift vans: shipments will be placed in lift vans at the Shipper's residence and must remain in the lift vans until arrival at the shipper's new residence where they will be de-stuffed;
  - b. Option B - Van service: shipments will be loaded in a unit equipped for the transport of HG&E, meeting the requirements of Appendix I. Transfer of HG&E between units is not authorized. The original unit is to be used to move HG&E from origin to destination.
- 17.2.** The Contractor must identify the option to be used for the shipment prior to submitting the estimate and no later than 7 calendar days after receipt of the move order.

**Rule 18 - Required Documentation for Moves between Canada and Continental USA**

- 18.1.** It is the Contractor's responsibility to possess all of the required documentation to allow for the HG&E to be transported across Canada/USA borders. Required documentation includes, but is not necessarily limited to, the following:
- a. DND 2332 "*Movement of F&E to USA*" form; the 3299 Declaration for Free Entry of Unaccompanied Articles (this is a US Department of the Treasury form);
  - b. United States Environmental Protection Agency form for importation of each PMV and motorcycle being shipped into the USA;
  - c. Photocopy of the vehicle registration for each PMV and motorcycle being shipped;
  - d. Photocopy of the Shipper's passport;
  - e. Photocopy of Shipper's HG&E inventory listing;
  - f. Photocopy of Shipper's Military Identification; and
  - g. Photocopy of the Shipper's posting instruction.

**Appendix 2 – Weight Estimating Process****2.0. General**

The Contractors will produce accurate weight estimates for all of the Shipper's HG&E.

**2.1. Weight Estimation Accuracy and Variance Allowances**

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

- a. For shipments that are weighed in accordance with Section 2.11 and/or Section 2.12:
  - i. In the first year of the contract the IDC will perform random analysis to determine the variance between the actual and estimated weights. Any shipment with a variance greater than 15% will be subject to a service shortfall.
  - ii. In the second and subsequent years of the contract, the IDC will continue to perform random analysis. Any shipment with a variance between actual and estimated weights, which is greater than 10%, will be subject to a service shortfall.
  - iii. This process will continue until the IDC is confident that variances are within the tolerance limits indicated above.
- b. For shipments where constructive weight is permitted in accordance with Rule 12 of Appendix 1:
  - i. The IDC will perform random weighing of shipments to determine the variance between the actual and estimated weights. Any shipment with a variance greater than 10% will be subject to a service shortfall.

**Attachment 1 of Appendix 2 - Pre-move Weight Estimate**

1. General: The Contractor shall produce an electronically generated room-by-room pre-move weight estimate (hereafter referred to as Pre-move Weight Estimate) of the Shipper's HG&E. The format of the pre-move weight estimate shall be approved by the IDC.
2. During the pre-move consultation, the Contractor shall identify all items to be shipped. The pre-move weight estimate must include every piece of furniture, including all components; loose items; accepted owner packed cartons; and quantity of cartons to be packed by the Contractor.
3. The cubic 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 IDC DA.

**Attachment 2 of Appendix 2 – Procedures for Inventory Listing**

1. The Contractor shall produce accurate inventory listings capturing all items to be shipped.
2. The following guidelines will apply to the inventory listing:
  - a. the inventory listing shall be in the standard format approved by the IDC;
  - b. after packing has been completed and prior to printing the final inventory listing, the Contractor must only capture pieces of furniture, including all components, and other articles requiring conditioning within the current room location and add articles that were not captured at time of the pre-move consultation;
  - c. the final inventory listing produced for the Contractor's use shall provide a room-by-room breakdown of household goods and other articles requiring conditioning;
  - d. The Contractor packed cartons, miscellaneous items not requiring conditioning and the accepted packed by owner (PBO) containers do not need to part of the preprinted inventory listing;
  - e. The Contractors shall produce a clear inventory listing with conditioning that clearly reflects the actual condition of the piece of furniture or article;
  - f. the Contractor shall use to 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;
  - g. The Contractor shall ensure all handwritten entries on the inventory listing are neat, legible and include a clear description;
  - h. All handwritten entries shall be entered in the next available empty space right after the last entry for each room;
  - i. All changes will be put at the bottom of the page, and if additions are necessary, an additional page will be inserted;
  - j. a maximum of 10% hand written additions of pieces of furniture, including all components, and other articles requiring conditioning on the preprinted inventory listing will be accepted;
  - k. void entries shall be clearly struck out;
  - l. there shall be no writing over void entries; and
  - m. where possible, inventory listing will only contain one room per page.
3. Exceptions:
  - a. Viewing rooms which are difficult to access and/or assess – In circumstances where difficulties encountered by the Contractor to estimate the weight in areas which are difficult to access (i.e. attics, crawl spaces), the cubic formula will be utilized to obtain the estimated weight and a handwritten inventory is authorized for that portion of the shipment.



## Appendix 3 - HG&E Transit Time Guide (TTG)

### 3.0. General

Transit times set out in this TTG reflect the minimum/maximum number of calendar days for a shipment to be delivered. The TTG is based on the estimated HG&E weight and distance, calculated in pounds and miles for the most direct truck route. The following are the general guidelines with respect to the TTG:

- a. days of loading and unloading are included in the TTG. The time associated with unpacking is not included in the TTG;
- b. where a TTG minimum or maximum falls on a weekend or a statutory holiday, the entire TTG window will be delayed to commence delivery the next business day;
- c. if a revised weight estimate is submitted the day before loading, the Contractor shall submit a revised TTG when necessary;
- d. a revised TTG is required when a DSR is changed;
- e. an example TTG calculation is included in Appendix 3 of Annex A; and
- f. TTG extensions will not apply in the event of a mechanical breakdown.

### 3.1. Transit Time Guide (TTG) Tables

- a. There are three categories of moves:
  - i. moves within Canada;
  - ii. moves between Canada and the continental United States; and
  - iii. moves within the continental United States.
- b. The following tables detail the TTG for the three categories of moves:

**Table 1 of Appendix 3 – TTG for Moves within Canada**

ESTIMATED WEIGHT OF	DISTANCE (MILES)										
	51 to 350	351 to 700	701 to 1050	1051 to 1400	1401 to 1750	1751 to 2100	2101 to 2450	2451 to 2800	2801 to 3150	3151 to 3500	3501 and over
	TTG MINIMUM-MAXIMUM (CALENDAR DAYS)										
500-999	2-8	3-10	4-11	5-13	6-14	7-16	8-17	10-20	11-21	12-22	13-23
1000-2999	2-6	3-8	4-11	5-12	6-13	7-15	8-16	10-18	11-18	12-20	13-20
3000-4999	2-5	4-7	4-8	5-9	6-12	7-12	8-14	10-15	11-15	12-17	13-19
5000-6999	2-5	4-5	4-6	5-7	6-9	7-11	8-12	10-13	11-14	12-15	13-16
7000-8999	2-3	4-5	4-5	5-7	6-8	7-10	8-12	10-14	11-15	12-15	13-16
9000-10999	2-3	4-5	4-5	5-7	6-8	7-10	8-12	10-14	11-15	12-15	13-16
11000-12999	2-3	4-5	4-5	5-6	6-8	7-9	8-11	10-13	11-14	12-14	13-15
13000-plus	2-3	4-5	4-5	5-6	6-7	7-8	8-10	10-12	11-13	12-14	13-15

**Table 2 of Appendix 3: TTG for Moves between Canada & the Continental United States (Attachment 3 of Appendix 3 for Zones)**

ZONES	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	10	12	11	14	12	15	15	14	15	15	16	16	19	22
2	10	12	10	11	11	14	12	11	12	14	14	15	15	23
3	15	15	14	15	14	11	11	11	10	11	8	7	14	27
4	19	19	15	16	15	15	14	14	12	14	12	11	15	30
5	19	20	19	21	17	20	19	17	15	16	16	17	17	32

### 3.2. Extensions to TTG

The following applies to moves with origin and destination within Canada:

- a. Local Moves: All local moves will have a minimum TTG of 2 days and a maximum TTG of 3 days;
- b. Ferry Crossings: For shipments involving ferry crossings as detailed in Attachment 1 of Appendix 3, unless otherwise indicated, 1 additional day will be added to the minimum and maximum TTG;
- c. Remote Areas: On shipments with origin **or** destination in a road accessible remote area as detailed in Attachment 2 of Appendix 3, 1 additional day will be added to the minimum and maximum TTG. When both origin **and** destination are in road accessible remote areas, 2 additional days will be added to the minimum and maximum TTG regardless of the number of remote areas encountered; and
- d. Third Party Service Providers: For moves serviced by a third party service provider in accordance with Rule 15 of Appendix 1 to Annex A, additional days will be added to the maximum TTG as follows. If a move has an origin and destination in any of the areas below, the higher number of additional days would apply.
  - i. Moves to/from Nunavut – 7 additional days;
  - ii. Moves to/from Northwest Territories – 3 additional days;
  - iii. Moves to/from coastal Labrador – 7 additional days;
  - iv. Moves to/from Churchill, MB or Pukatawagan, MB – 3 additional days; and
  - v. Moves to/from all other locations in Canada – 3 additional days.

**Table 3 of Appendix 3: TTG for Moves within the Continental United States (Attachment 3 of Appendix 3)**

ZONE	A	B	C	D	E	F	G	H	I	J	K	L	M	N
A	3	7	7	9	7	11	11	9	11	14	14	14	16	14
B	7	3	7	7	9	9	11	11	14	11	14	16	11	16
C	7	7	3	7	7	9	11	9	11	14	14	14	14	16
D	9	7	7	3	7	7	9	7	9	11	11	11	9	19
E	7	9	7	7	3	9	9	7	9	11	11	11	14	16
F	11	9	9	7	9	3	7	7	9	7	9	11	7	19
G	11	11	11	9	9	7	3	7	7	7	7	9	9	21
H	9	11	9	7	7	7	7	3	7	9	9	9	11	19
I	11	14	11	9	9	9	7	7	3	9	7	7	11	19
J	14	11	14	9	11	7	7	9	9	3	7	11	7	23
K	14	14	14	11	11	9	7	9	7	7	3	9	9	23
L	14	16	14	11	11	11	9	9	7	11	9	3	14	21
M	16	11	14	9	14	7	9	11	11	7	9	14	3	26
N	14	16	16	19	16	19	21	19	19	23	23	21	26	3

**Attachment 1 of Appendix 3 – Ferries**

The following is a list of publicly accessible ferries that will have an impact on the TTG. Any recommendations to amend this list shall be presented to the IDC for review and approval.

1. British Columbia
  - a. Points on the Sechelt Peninsula, Powell River, Southern and Northern Gulf Islands, Graham Island, Moresby Island, Bella Bella and Shearwater
2. Québec
  - a. Across the St. Lawrence River via Matane-Godbout, Matane-Baie Comeau; and
  - b. Îles de la Madeleine.
3. New Brunswick
  - a. Grand Manan Island
4. Newfoundland and Labrador
  - a. Fogo Island;
  - b. Bell Island; and
  - c. Crossing the Strait of Bell Isle, via Blanc-Sablon-St. Barbe.

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**Attachment 2 of Appendix 3 - Remote Areas**

The following is a list of remote areas that will have an impact on the TTG. Any recommendations to amend this list shall be presented to the IDC for review and approval.

1. British Columbia
  - a. Mica Creek Camp and Dam Site;
  - b. Alexis Creek, Anahim Lake, Bella Coola, Big Creek, Chilanko Forks, Firvale, Hagensborg, Hanceville, Kleena Keene, Nemaiah Valley, Nimpo Lake, Redstone, Riske Creek, Stuie, Tatla Lake, and Tatlayoko Lake;
  - c. Bear Cove, Beaver Cove, Coal Harbour, Jeune Landing, Nimpskish, Port Alice, Port Hardy, Port McNeill, San Josef, Tahsis, Winter Harbour;
  - d. Alice Arm, Glenora, Iskut and Tatogga Lake;
  - e. Between points north of Fort St. John via BC Highway 97 and the Alaska Highway;
  - f. Bealton River, Buick, Montney, North Pine, Prespatou, Rose Prairie, Smith River; and
  - g. Tumbler Ridge, Tachie, Takla Landing, Tsay-Keh, Atlin, Dease Lake, Telegraph.
2. Alberta
  - a. Fort MacKay, , Mildred Lake, Tar Island;
  - b. Points north of the intersection of Alberta Highway 2 and 35 and points north of Peace River; and
  - c. Chateh, Fort Vermilion, Habay, Jean D'Or Prairie, Rainbow Lake, Rocky Lane, Zama Lake.
3. Saskatchewan
  - a. Points on Saskatchewan Highway 905, 914, 918 and 955; and
  - b. Points north of Saskatchewan Highway 55 via Highways 4, 965, 904, 924, 224, 102, 135 and/or 155.
4. Manitoba
  - a. Gillam;
  - b. Kinoosao, Saskatchewan, Fox Mine, Leaf Rapids, Lynn Lake, McVeigh, Nelson House, Split Lake, York Landing;
  - c. points north of and along Highway 10, 39 and 6; and
  - d. Fresh Ford, Atik, Sherritt Junction, Bakers Narrows, Channing, Mooselake, Atikameg Lake, Cormorant.
5. Ontario
  - a. Armstrong, Balmertown, Bruce Lake, Central Patricia, Cochenour, Ear Falls, Madsen, McKenzie Island, O'Brien's Landing, Osnaburgh House, Pickle Lake, Red Lake, Savant Lake, Starratt-Olsen, Werner Lake, Moosonee and Moose Factory
6. Québec
  - a. Points north of Amos, Quebec via Highway 109;
  - b. Points northeast of Tadoussac, ( north shore of St. Lawrence River); and

- c. Fermont, Gagnon, Schefferville.
- 7. New Brunswick
  - a. North Head
- 8. Newfoundland & Labrador
  - a. Points north of Deer Lake, via Highways 431 and/or 430 (Northern Peninsula);
  - b. Points south of Goobies, via Highway 210 (Burin Peninsula);
  - c. Points north of Highway 1, via Highways 330 ?, 320 ?, 340, and/or 410 (Baie Verte Peninsula);
  - d. Points east of Highway 1, via Highway 230 (Bonavista Peninsula);
  - e. Points south of Highway 1, via Highway 360 (Harbour Breton Highway); and
  - f. Points east of Highway 1, via Highway 480.
- 9. Northwest Territories/Nunavut
  - a. Unnamed points in the Northwest Territories/Nunavut;
  - b. Points west of the junction of Northwest Territories Highways 1 and 3 (Fort Simpson); and
  - c. Aklavik, Arctic Red River, Fort McPherson, Inuvik, Killigazuit, Tuktoyaktuk, and surrounding areas.
- 10. Yukon Territory
  - a. All points beyond 10 road miles off the Alaska Highway; or north of Whitehorse.

### Attachment 3 of Appendix 3 - Geographic Zones for Moves between Canada & Continental United States

#### Geographic Zones for Canada

Zone	Region	Abbr.
1	British Columbia	BC
2	Alberta	AB
2	Manitoba	MB
2	Saskatchewan	SK
3	Ontario	ON
3	Quebec	QC
4	New Brunswick	NB
4	Nova Scotia	NS
4	Prince Edward Island	PE
5	Northwest Territories	NT
5	Yukon	YT
6	Newfoundland	NL

#### Geographic Zones for Continental United States

Zone	Region	Abbr.
A	Idaho	ID
A	Montana	MT
A	Oregon	OR
A	Washington	WA
A	Wyoming	WY
B	Arizona	AZ
B	California	CA
B	Nevada	NV
B	New Mexico	NM
B	Utah	UT
C	Colorado	CO
D	Oklahoma	OK
D	Texas	TX
E	Iowa	IA
E	Kansas	KS

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E	Minnesota	MN
E	Nebraska	NE
E	North Dakota	ND
E	South Dakota	SD
E	Wisconsin	WI
F	Alabama	AL
F	Arkansas	AR
F	Louisiana	LA
F	Mississippi	MS
G	Kentucky	KY
G	Tennessee	TN
H	Illinois	IL
H	Indiana	IN
H	Missouri	MO
I	Michigan	MI
I	Ohio	OH
I	Michigan	MI
I	Pennsylvania	PA
I	West Virginia	WV
J	Georgia	GA
J	North Carolina	NC
J	South Carolina	SC
K	Delaware	DE
K	Maryland	MD
K	Virginia	VA
K	District of Columbia	DC
L	Connecticut	CT
L	Maine	ME
L	Massachusetts	MA
L	New Hampshire	NH
L	New Jersey	NJ
L	New York	NY
L	Rhode Island	RI



L	Vermont	VT
M	Florida	FL
N	Alaska	AK

**Attachment 4 of Appendix 3 – Example TTG Calculation**

Weight of shipment: 11,275 lbs

Distance for transport of shipment: 1,997 miles

Origin: Inuvik, NT

Destination: Edmonton, AB

DSR Date: March 14, 2013

1. According to Table 1 of Appendix 3 for a shipment of 11,275 lbs travelling a distance of 1,997 miles, the TTG is 7 to 9 days. The load date is included in the TTG in accordance with Section 3.0.a. of Appendix 3. Therefore, the window for the Contractor to deliver is March 20, 2013 to March 22, 2013.
2. According to Section 3.2.c. of Appendix 3 for moves “with origin or destination in a remote area 1 additional day will be added to the minimum and maximum TTG”. Since Inuvik is considered a remote area, 1 additional day can be added to the minimum and maximum as outlined above (i.e. 8 to 10 days). Therefore, the window for delivery is now March 21, 2013 to March 23, 2013.
3. Finally, in accordance with Section 3.0.b. of Appendix 3 when a TTG maximum falls on a weekend or a statutory holiday, the maximum TTG is to be extended to the next business day. Since March 23, 2013 falls on a Saturday, the maximum TTG would be extended to the Monday. Therefore, the window for delivery is revised again and is now March 21, 2013 to March 25, 2013.

**TTG = March 21, 2013 to March 25, 2013**

## **Appendix 4 - Packing and Wrapping Standards**

### **4.0. Pre-Packing / Packing Materials**

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 shall be used for packing mattresses, box springs, linens, bedding and clothing. Egg crates, orange crates, and similar types of containers shall not be used.

- a. 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.
- b. 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 x width x height) will not exceed 75 inches with a maximum weight limitation of 65 pounds.
- c. 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 shall be securely sealed. Corrugated containers may be used in lieu of drum-type containers.
- d. 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.
- e. WRAPPING PAPER: All wrapping paper will be kraft-type of not less than 30-pound weight except as otherwise specified.
- f. 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.
- g. PLASTIC MATTRESS BAGS: Bags will be a minimum plastic thickness of 5mm.

### **4.1. General Packing Standards**

- a. The Contractor shall perform all preparation and packing in a manner requiring the least cubic measurement, producing packages that withstand normal movement without damage to the container or contents and at a minimum of weight. The Contractor shall take into consideration the mode of transport when preparing and packing the HG&E.
- b. 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.
- c. 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.

- d. 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.
- e. 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.
- f. The Contractor shall 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.
- g. 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.
- h. The Contractor shall protect all finished surfaces and edges to prevent scratching, denting or marring
- i. When packing of fragile items has been completed and free space remains, such space may be used for packing other light items.
- j. Plastic mattress bags shall be a "one-time use only" item.
- k. 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.

#### **4.2. HG&E Packed by Shipper**

- a. Any containers packed by the Shipper may be repacked by the Contractor. If the Contractor chooses not to repack a container, the Contractor will remain liable for the packed items. If the Shipper refuses to allow the Contractor to repack a container, the Contractor shall not be liable for the packed items. In this case, the Contractor is to annotate the inventory accordingly and have the Shipper initial the entry.

#### **4.3. Specific Packing Standards**

- a. Appliances: Small appliances shall 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.
- b. Beds/Mattresses
  - i. Conventional Mattresses: Mattresses and box springs should be slid from the bed into a mattress carton or mattress bag, which is then taped tightly shut.
  - ii. 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.

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- iii. Waterbeds: The assembly and disassembly of waterbed frames is the Contractor's responsibility.
- c. Books: Special volumes shall be individually wrapped in tissue paper and packed on their edge. Valuable books (e.g. leather bound, family heirlooms, etc.) shall be wrapped separately in tissue paper with sufficient cushioning to prevent crushing or damage to the cover or bindings.
- d. Carpets, Rugs, Mats, and Underlay: Rugs and carpets shall be rolled. Carpets, rugs, and mats in excess of 6 ft by 6 ft shall be rolled separately in a rigid solid tight roll and tied or taped at approximately three foot intervals. Underlay shall be either rolled and tied separately or rolled together with the rug and separated from the rug by 60 pound kraft –type paper. Where an underlay is in such deteriorated condition that it cannot be rolled, the condition shall be clearly identified on the inventory. Tape, when used, shall not be applied directly to the carpet, rug, mat or underlay.
- e. 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) shall 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.
- f. Chinaware, Glassware, Crockery, Lamps, Clocks, Jardinières, Statuary, Vases, and Bric-a-brac: Each china carton, barrel, drum or specially designed fibre container shall be padded in the bottom with sufficient unprinted kraft-type paper, or other adequate cushion material. Items shall be wrapped separately, except groups of flat items which shall be properly divided, bundled and cushioned. Barrels, fibre drums, and other containers shall 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.
- g. Clothing:
- i. Clothing articles which are stored in the home on hangers shall be hung in a wardrobe carton. Plastic garment bags shall 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.
  - ii. Loose items shall not 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.
  - iii. 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 shall be wrapped and packed. Note: The Contractor may choose to leave articles in drawers if considered safe to do so.
- h. Crawl Spaces and Attics: The Contractor shall 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.
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- i. 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.
  - j. Dried and Canned Food: the Contractor may ship dried goods and canned goods. Opened dried-good boxes are to be taped shut. Once packed, the Contractor accepts liability for any damage that may result.
  - k. Electronics:
    - i. The Contractor shall 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.
    - ii. Computers: Computers shall 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 and 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 shall be packed in a separate carton.
    - iii. Video Cassette Recorder/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 Video Cassette Recorder tapes and discs in separate small cartons suitable for books.
    - iv. 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.
    - v. LCD, LED, Plasma and next generation TVs and similar type computer monitors:
      - 1. 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 shall 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
      - 2. 42 inches and above - Wrap the TV in moving blankets and secure it with packing tape and then crate the TV.
  - l. Exercise equipment and child/infant cribs:
    - i. The Shipper is responsible to disassemble exercise equipment and child/infant cribs.
    - ii. All components are to be wrapped and placed in appropriate sized cartons
  - m. 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)). The Contractor shall pack all firearms in the presence of the Shipper.
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- n. Footwear :
  - i. Unboxed shoes shall be wrapped in pairs (separating mates with paper) with tissue or kraft type paper and packed in a medium sized carton.
  - ii. Boxed shoes shall remain in the original packaging and be placed in a medium sized carton.
- o. Fragile Items: Artificial flowers and house plants shall 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.
- p. Garages (sheds) or patio area contents: The Contractor shall 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.
  - i. 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.
  - ii. Outdoor planters, watering containers, pots, and related items shall be wrapped and packed in appropriate sized cartons
- q. Garden Tools/Motorized Yard Equipment:
  - i. Long handled tools shall be bundled together with packing tape. Pad the bundles if necessary to prevent damage to other items.
  - ii. Attachments shall be removed from power tools, wrapped and packed securely in an appropriate sized carton. Use kraft-type paper to fill the empty spaces.
  - iii. 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.
  - iv. The Contractor shall ensure the Shipper has emptied the fuel from lawn mowers, powered hedgers, weed trimmers, or similar items of fuel and drained oil from all machines that are not closed systems such as motorcycles.
- r. Grandfather Clocks: Clock weights and pendulums shall be packed in a carton which is clearly annotated. The Contractor shall wear cotton gloves when handling the weights to prevent tarnishing. The clock cabinet shall be wrapped in moving blankets and crated appropriately.
- s. Kitchenware: All kitchenware shall be wrapped, packed and placed in cartons.
- t. 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 shall never be nested and shall be packed separately from all other items.



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- u. Linen: Bedding or linens shall be folded and placed in cartons. Fine linens (silk, Irish linen, etc.) shall be wrapped in tissue paper before packing.
  - v. 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 shall 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 shall be packed separately.
  - w. 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.
  - x. 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.
  - y. Recreational Vehicles:
    - i. The Contractor shall ensure the Shipper has emptied the recreational vehicle's fuel tank(s).
    - ii. The Contractor shall crate motorcycles and other high value recreational vehicles, when deemed necessary, to prevent damage to the vehicle and to eliminate second order damage to other HG&E items.
  - z. 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.
  - aa. 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.
  - bb. Tables and Chairs:
    - i. Where possible table legs shall 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.



- ii. Wrap the table top with padding and tape it in place. All table leaves are to be removed, wrapped in padding and bundled.
- iii. Wrap chairs in padding and tape in place taking care not to allow the tape to touch the furniture.
- cc. Watercraft (Boats less than 12 ft, kayaks, canoes and sailboards less than 18 ft):
  - i. Protect the exterior of the watercraft taking care not to place tape on the watercraft.
  - ii. Place the watercraft on top of the load to minimize stress on the gunwales, hull, deck and thwarts.
  - iii. Loose, light items may be placed inside the watercraft provided they will not cause any damage to the watercraft during transport.

#### **4.4. Specific Long Term Storage Standards**

For HG&E that are going to be placed into LTS, the Contractor shall ensure that:

- a. Rugs, carpets, and upholstered furniture are protected with moth preventatives when the period of storage demands it.
- b. Rugs, carpets, and upholstered furniture are placed in individual containers or individually wrapped.
- c. Special precautions are provided for upholstered furniture so that such furniture may be placed right side up and that no articles touch or press against the upholstery.
- d. Mattresses are placed in cartons/plastic sleeves.
- e. Finished or polished surfaces are protected to prevent damage.
- f. Each lot is adequately marked to facilitate easy identification and loading.
- g. Palletization or another satisfactory method is used for stacking and if floors have no drains, goods are stacked off the floor; and
- h. Refrigerators/deep freezers are stored in a dry area with the door wedged open to a maximum of 1 inch and secured in that position. Wedges shall be installed such that they do not compress gaskets.

## Appendix 5 – Warehouse Standards and Inspections

### 5.0. Warehouse Minimum Standards

A warehouse approved for use under the terms of this contract must meet the following minimum standards:

a. General:

- i. Building(s) is/are clearly marked with the warehouseman's name which shall be visible and identifiable from the roadway.
- ii. The warehouse is to be maintained in a state that will not jeopardize the condition of the HG&E contents in any way.
- iii. There are to be adequate lights in the working spaces.
- iv. "No Smoking" signs are to be posted and "No Smoking" regulations enforced in the storage area.

b. Housekeeping:

- i. Good housekeeping practices such as ensuring clear access to aisles, exits and loading ramps are to be maintained.
- ii. Rubbish and debris are to be removed from the warehouse daily. If rubbish and debris is stored within 3 meters of an inside or outside wall, it shall be in an approved room or container as applicable.

c. Fire Safety:

- i. If the warehouse is used for purposes other than storage of HG&E (or products of like kind), used to store hazardous material or shared with other occupants, adequate firewalls must exist.
- ii. Openings in firewalls must be secured by suitable closures.
- iii. Stairways and vertical shafts must have firewalls at each floor level.
- iv. Service rooms containing heating, warehouse handling equipment or other machinery must have firewalls.
- v. Exits are to be clearly marked.

d. Building Security:

- i. All access to the storage areas must be strictly controlled by the warehouseman.
- ii. All doors of buildings are to be equipped with adequate locking devices.
- iii. An effective control system exists to only issue keys of storage door locks to authorized personnel and ensure they are secured when not in use.
- iv. Storage door locks are to be changed immediately upon discovery of loss or theft of keys.
- v. All windows and other apertures leading into storage area are to be fitted with secure fastenings operable only from the inside.

### 5.1. Warehouse Approval Process

The IDC will approve a warehouse and assign a warehouse code subject to the following criteria:

- a. All warehouses shall be inspected by the Contractor and meet the standards outlined in this Annex prior to use,
- b. The Contractor shall provide proof of insurance prior to use; and
- c. No products other than HG&E, or products of like kind, shall be stored in the warehouse unless the areas assigned to HG&E storage are appropriately safeguarded by a firewall.

## **5.2. Warehouse Inspections and Documentation Requirements**

- a. The Contractor shall submit the initial inspection of a warehouse to the IDC at least 30 calendar days in advance of the requirement. The details must include the proposed warehouse address, name of warehouseman, contact telephone/fax numbers, the anticipated annual volume of LTS lots, and the name and location of the nearest approved warehouse. This information will be reviewed by the IDC to determine if the proposed warehouse meets the requirements;
- b. Once a warehouse has been approved by the IDC, the following will apply:
  - i. The warehouse shall be inspected by the Contractor on an annual basis if the warehouse is storing a Shipper's HG&E;
  - ii. The Contractor shall provide proof of insurance on an annual basis if the warehouse is storing a Shipper's HG&E; and
  - iii. The Contractor shall advise the IDC when modifications are performed to a warehouse and arrange for a re-inspection of the warehouse;
- c. If a warehouse does not meet the requirements specified by the IDC, the Contractor is to advise the IDC of all deficiencies found, as well as the deadline for completion of corrective action in writing. Should the same deficiency be found during a subsequent inspection, Canada reserves the right to require the Contractor to transfer storage lots to an approved warehouse. Any costs associated with the corrective action and/or the transfer of lots shall be borne by the Contractor.
- d. The IDC DA and their TAs reserve the right to inspect any warehouse or LTS lot, at any time without notification to the Contractor.

## **5.3. Shipper Access to Warehoused Items**

- a. All stored lots remain the property of the Shipper and by extension Canada. The Contractor shall not allow the Shipper access to the lots without expressed authorization from the TA.

## **5.4. Warehouseman / Contractor Relationship**

- a. Each warehouse requires a unique warehouse code which will be assigned when the warehouse is approved by the IDC. A warehouseman may be affiliated to more than one Contractor. In the case of a warehouse with multiple affiliations, each Contractor must have a unique code for their portion of the warehouse.
- b. When the affiliation between a warehouseman and a Contractor ceases, the Contractor shall:
  - i. notify the IDC as soon as the decision to cease affiliation is made and provide a plan to relocate the LTS lots;
  - ii. transfer any LTS lots in its possession to a warehouse approved by the IDC;

- iii. continue to honour the contract under which the lots entered LTS and remain financially responsible for any loss or damage; and
  - iv. be responsible for the costs associated with the transfer of the LTS lots.
- c. The Contractor shall submit a written request to the IDC for approval at least 30 calendar days prior to transferring LTS lots between its affiliates.

## Appendix 6 – Private Motor Vehicle (PMV) Transit Time Guide (TTG)

### 6.0. General

- a. Transit times set out in this TTG reflect the minimum/maximum number of calendar days for a PMV to be delivered.
- b. The following are the general guidelines with respect to the TTG:
  - i. Days of loading and unloading are included in the TTG; and
  - ii. Where a TTG minimum or maximum falls on a weekend or a statutory holiday, the entire TTG window will be adjusted to commence delivery the next business day.
- c. A revised TTG is required when a DSR is changed;
- d. TTG extensions will not apply in the event of a mechanical breakdown.

### 6.1. Transit Time Guide (TTG) Table for PMV Shipment

DISTANCE (MILES)										
151 to 350	351 to 700	701 to 1050	1051 to 1400	1401 to 1750	1751 to 2100	2101 to 2450	2451 to 2800	2801 to 3150	3151 to 3500	3501 and over
TTG MINIMUM-MAXIMUM (CALENDAR DAYS)										
2-6	3-8	4-11	5-12	6-13	7-15	8-16	10-18	11-18	12-20	13-20

### 6.2. Extensions to TTG

- a. Ferry Crossings: For shipments involving ferry crossings as detailed in Appendix 3 of Annex A, unless otherwise indicated, 1 additional day will be added to the minimum and maximum TTG; and
- b. Remote Areas: On shipments with origin **or** destination in a remote area as detailed in Appendix 3 of Annex A, 1 additional day will be added to the minimum and maximum TTG. When both origin **and** destination are in remote areas, 2 additional days will be added to the minimum and maximum TTG regardless of the number of remote areas encountered.

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**Appendix 7 - Vans / Vehicles / Containers and Equipment Standards**

- 7.0.** The Contractor shall only use those vans, vehicles and containers suitable for the movement of HG&E. To that end, the Contractor shall ensure that:
- a. prime movers (tractors) and trailers (including trailers used to transport Van Line containers) and straight trucks shall be professionally inspected or certified by Provincial or Territorial authorities as required by their respective Highway or Traffic Act regulations and be equipped with suspension suitable for road transport of HG&E;
  - b. closed vans/vehicles/containers shall be in a good state of repair and be properly equipped. The interiors thereof will be clean, dry, and free from vermin, acid, paint, grease, and all other substances injurious to the HG&E. Each will be provided with a sufficient quantity of clean pads, covers, and other protective equipment to ensure safe delivery of the HG&E. Fittings and equipment (such as doors, floors, ramps, van walls, tie-down points, locking devices) shall be in a good state of repair and available in sufficient quantity to contain and secure the HG&E;
  - c. the unit shall be fully equipped with proper items in sufficient quantities to protect the HG&E and the origin and destination residence;
  - d. any unique material handling equipment shall be provided and used, especially for the safe handling of pianos, hot tubs, safes, etc.;
  - e. the use of "Intermodal" type containers is strictly prohibited;
  - f. to provide for secure protection of the contents of the vans/vehicles/containers/, only case hardened locks shall be used; and
  - g. necessary precautions shall be taken to ensure that all conveyances are secured at all times throughout the HG&E and PMV(s) movement process.

**Appendix 8 – Transportation Agent Responsibilities**

**8.0.** Each TA's primary responsibilities include the following:

- a. act as the main point of contact with the Shipper to ensure that the Shipper is provided with all pertinent information to enable a smooth and efficient move;
- b. liaise with the Contractor as required to coordinate all facets of the Shipper's move;
- c. exercise authority to ensure Contractor compliance with the terms and conditions of this contract;
- d. conduct performance measurement and control initiatives to validate the Contractor's services and gauge Shipper satisfaction;
- e. discuss with the respective IDC DA any service failures that are being considered;
- f. conduct Quality Control Inspections (QCIs) and warehouse inspections to ensure contract compliance; and
- g. inform the Shipper when their weight limit(s) have been exceeded or that they are not entitled to add HG& E once the pre-move survey has been completed without the express concurrence of the TA or IDC DA (if required).

## **Appendix 9 – Quality Control Inspection Program**

### **9.0. General**

- a. The Quality Control Inspection Program (QCI) is a tool used by Canada to ensure compliance with the terms and conditions of the Contract and ensure that the quality of services is maintained for all shipments. The aim of the program is to identify and correct potential service shortfalls as soon as they are observed.
- b. 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.

### **9.1. Overview of QCI Process**

- a. Transportation Agents, or the Quality Control Inspectors, will randomly select a portion of HGMS moves to inspect. The portion of inspections will be equitable based on the Contractor's business share during that period of observation. 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.
- b. The Contractor shall produce accurate inventories in accordance with Appendix 2 of Annex A capturing all articles to be shipped and that all HG&E and major appliances will be conditioned in a professional manner. The inventory listing will be reviewed as part of the QCI.

### **9.2. QCI Program Impact**

- a. An unsatisfactory QCI report will result in the application of a service shortfall and/or adverse report. These results directly contribute to the performance management VI (Contractor Compliance) index which impacts the Contractor allotted business share.
- b. The IDC expects that a Contractor will use QCI reports as input into their QA program and subcontractor management plan.



**Appendix 10 – Subcontractor Management Plan****10.0. General**

When the Contractor relies on a sub-contractor to provide services required by this Contract, it remains the responsibility of the Contractor to ensure that the services are provided on time, with no loss or damage and that their personnel are courteous, respectful and professional. Reviewing of invoices to ensure accuracy is also a key Contractor responsibility. To meet this aim the Contractor is to provide a Sub-Contractor Management Plan that addresses the following:

- a. a clearly defined process and guidelines to ensure that when a problem has been identified by a TA it is addressed to the mutual satisfaction of all concerned at the lowest possible level of the organization;
- b. how the Contractor intends to incorporate the Value Index feedback into their Sub-Contractor Management Plan;
- c. the administrative and disciplinary (i.e. suspension) processes and steps shall be defined;
- d. the warehouses they manage, the standards to be maintained, the frequency of inspection and the reporting and corrective measure steps when the standard has not been met; and
- e. claim settlement can become a significant irritant for a Shipper and be costly for the Contractor if disputed. Contractors are to identify the steps to reduce and eliminate disputes and expedite a settlement to reduce irritation to the Shipper.

**Appendix 11 – Quality Assurance Plan****11.0. General**

The aim of the Quality Assurance Plan (QAP) is to ensure that the Contractor has a program in place to identify, address and clearly demonstrate that there are improvements in those areas of concern identified by an employee, the IDC, or the Technical Authority. Failure to demonstrate improvements will have negative consequences through the Value Index while improvements will generate positive results.

Canada will have comprehensive employee satisfaction surveys in place to gauge quality assurance for the move and the claims process. These independent data collection tools will be used in part for the Value Index however; they will also be used to identify areas of dissatisfaction directly related to the Contractor. The results of the surveys administered on behalf of Canada will be shared with the Contractor however: it must be noted that as a condition of participation in the survey process, the identity of the Shipper will not be divulged unless the Shipper provides Canada with express permission to do so. Canada appreciates that timely feedback will provide the Contractor with a mechanism to identify issues and address them in a timely manner when the Shipper is willing to be contacted directly.

- 11.1.** Based on experience and knowledge of historical areas that have proven to require ongoing quality assurance monitoring the Contractor is to provide their QAP to the IDC for incorporation into the Contract. At a minimum this shall include an inspection program to ensure consistency in meeting and maintaining the standards of quality for packing, scaling and unpacking requirements.

**Appendix 12 – Risk Management Plan****12.0. General**

- a. Canada requires the Contractor to identify and address all possible risks to ensure that there are plans in place to mitigate the risks and ensure that standard operational procedures are in place to deal effectively with incidents.
- b. Potential risks fall into two main categories:
  - i. Disasters that are largely outside of the Contractor's control; and
  - ii. Failure to meet contractual obligations, directly or indirectly.

**12.1. Partial or Major Loss or Disaster:**

- a. Conveyances and warehouses are susceptible to many dangers including fire, theft and accidents. Mitigating these risks involves ensuring that comprehensive insurance coverage is in place and that there are operating procedures that outline the steps to be followed to enable the Contractor to react expeditiously and responsibly to address the issue.

**12.2. Failure to Meet Contractual Obligations Directly or Indirectly**

- a. Should a Contractor fail, or are at risk of failing, to meet a contractual obligation Canada requires assurance that the requirements of the Contract will continue to be met.
- b. Examples that should be addressed are:
  - i. LTS lots that require relocation;
  - ii. A subcontractor fails to complete a requirement resulting in the shipment not being delivered for an extended period; and
  - iii. An LTS lot is placed into a warehouse that is not approved by Canada and theft occurs.

## **Appendix 13 – Invoice Scenarios Reference Guide**

To be provided in the RFP

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## Annex B - Basis of Payment (BOP)

### Section 1 - General

#### 2.1.0. General Conditions

- a. The Basis of Payment outlines the application of specific charges for services rendered as detailed in the Statement of Work (reference Annex A).
- b. Canada will not entertain invoices for any charges not specified in the BOP.
- c. All rates will be in Canadian dollars (CDN \$).
- d. The following rates will remain fixed for three years. Commencing in the fourth year on \_\_\_\_\_, 201X, and annually thereafter, the rates may be adjusted as follows:

- i. **GAMS, SIT, LTS, Warehouse Handling, Local Cartage and GAMS3PSP Rates:** increased by the lesser of 1.5% or the *Consumer Price index (CPI)* "All items" for Canada as established by Statistics Canada for the month of November of the previous year. If the index is negative, the rate will remain unchanged.

Source: Statistics Canada. Catalogue No. 62-001-X (monthly); Table-1 entitled "The Consumer Price Index, major components and special aggregates, Canada not seasonally adjusted"; Line entitled "All-items (CANSIM Vector Number v41690973)".

1. The CPI Index can be found on the Statistics Canada website at the following location: <http://www.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&lang=eng>

#### 2.1.1. Minimum Weight Charges

- a. Charges are based on hundredweight (cwt) and are subject to a 500 lb minimum within Canada and a 1,000 lb minimum for moves between Canada and the Continental United States.

#### 2.1.2. Maximum Weight Charges

- a. Where the actual weight of the HG&E shipment exceeds the estimated weight by more than 10%, Canada will pay no more than the total charges for 110% of the estimated weight.
- b. The 110% rule will not apply to the following:
  - i. LTS;
  - ii. delivery out of LTS;
  - iii. third party service provider services;
  - iv. administration fees;
  - v. PMV shipments;
  - vi. RCP; and
  - vii. When a W1 service failure is applied by Canada for failure to adhere to the applicable scaling procedures. For example, if the estimated weight was 10,000 pounds and the actual weight determined by the weigh scale ticket was 12,000 pounds, the Contractor shall invoice based on 10,000 pounds (the estimated weight).

**2.1.3. Defined Rate Schedules**

- a. The rates to be applied for SIT and LTS are based on the three geographic areas as defined below:
  - i. **Schedule A** – applied when the services are performed at any location in Newfoundland, Nova Scotia, New Brunswick, Prince Edward Island, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, or British Columbia.
  - ii. **Schedule B** - applied when the services are performed at any location in Labrador, Northwest Territories, Nunavut, or Yukon.
  - iii. **Schedule C** - applied when the services are performed at any location in the continental United States.

**2.1.4. Invoicing**

- a. The Contractor shall:
  - i. submit invoices reflecting all charges for services rendered within 60 days of the DDR date;
  - ii. include the following information, as a minimum, on the invoice: date of invoicing; shipper's name; move order contract number; DSR date; name of origin and destination subcontractor(s); mileage; actual/constructive weight; and all applicable charges with relevant details;
  - iii. invoice LTS charges (storage and RCP) in arrears based on three month periods (quarters) coinciding with Canada's fiscal year (i.e. April to June, July to September, October to December, and January to March). For any partial months of LTS the charges are pro-rated to the end of the month. The date of invoicing shall not be before the last day of the quarter;
  - iv. Provide the following supporting documentation:
    - 1. For an HG&E Shipment: the original weigh scale tickets, a copy of the Bill of Lading, a copy of the pre-move weight estimate, a copy of the inventory listing as prepared on the DSR date, and unpacking certificate.  
  
Note: For SIT invoices, the copy of the Bill of Lading must indicate the date the HG&E was placed into SIT and the actual delivery date out of SIT.
    - 2. For a PMV Shipment: a copy of the vehicle condition report, a copy of the Bill of Lading, and a copy of the appropriate sheet from the *Sanford Evans Motor Vehicle Data Book* to verify vehicle weight.
    - 3. Provide supporting documentation for any Additional Charges in accordance with Section 4 of the BOP.
  - v. apply applicable taxes based on the Shipper's destination address.
- b. Canada reserves the right to conduct a 100% audit of any invoices. As such, the Contractor shall provide additional documentation/substantiation to the IDC upon request.
- c. Canada will return invoices submitted with errors or omissions to the Contractor with a brief description of the observations for correction and resubmission.

**2.1.5. Payments**

- a. Payment shall be made by Canada according to applicable rates.

- b. Approved invoices shall be paid in full in accordance with BOP and General Conditions – High Complexity Services.
- c. If there are any discrepancies between the invoice received and the payment made, the Contractor shall notify the IDC DA within 30 days of receiving payment.

### 2.1.6. Service Failures

- a. If a service failure is applied on a move order, the related payment for liquidated damages shall be dealt with independently of the invoice.
- b. The Contractor shall forward the payment for liquidated damages to Canada for each service failure applied no later than thirty (30) days after receiving the notification of the service failure(s) or denial of an appeal, whichever is applicable.

## Section 2 – Tariff Rates

### 2.2.0. General All-inclusive Moving Services Rate (GAMS)

- a. This rate is applied to the over-the-road portion of a shipment. The Rates include pre-move consultation; pre-packing; major appliance certification and servicing; packing; physical handling of HG&E between the residence and the conveyance; loading; scaling; drayage; ferries; waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; 30 days of SIT; and any other services that are required to transport the HG&E shipment that are not otherwise specified.

**Table 1 of Annex B: General All-inclusive Moving Services Rates for Moves Originating in Canada (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999	1000-1999	2000-3999	4000-7999	8000-11999	12000-15999	16000+
1-50	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
51-100	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
101-200	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
201-300	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
301-400	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
401-500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
501-750	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
751-1000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
1001-1500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
1501-2000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
2001-3000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
3001-3500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
3501-4000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
4001-4500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
4501-5000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
5000+	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx

**Table 2 of Annex B: General All-inclusive Moving Services Rates for Moves Originating in Continental United States (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999	1000-1999	2000-3999	4000-7999	8000-11999	12000-15999	16000+
1-50	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
51-100	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
101-200	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
201-300	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
301-400	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
401-500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
501-750	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
751-1000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
1001-1500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
1501-2000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
2001-3000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
3001-3500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
3501-4000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
4001-4500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
4501-5000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
5000+	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx

### 2.2.1. Storage-in-Transit (SIT) Rates

- SIT will cease either on the removal date specified or the actual date of removal, whichever is the earliest.
- SIT rates for HG&E for each day in excess of 30 days are as follows:

**Table 3 to Annex B**

SIT Rate per CWT per Day (CDN \$)		
Schedule A	Schedule B	Schedule C
\$xx.xx	\$xx.xx	\$xx.xx

- Warehouse Handling Rates
  - Warehouse handling in..... \$xx.xx per CWT
  - Warehouse handling out..... \$xx.xx per CWT
- Local Cartage Rates

**Table 4 to Annex B – Local Cartage Rates within Canada and Continental United States (CDN \$)**

Weight (lbs)	Rate per CWT
1 - 1999	\$xx.xx
2000 - 3999	\$xx.xx
4000 - 7999	\$xx.xx



<b>8000 - 11999</b>	<b>\$xx.xx</b>
<b>12000 and over</b>	<b>\$xx.xx</b>

### 2.2.2. Long Term Storage (LTS) Rates

- All LTS rates will be based on the current tariff regardless of when the lots were placed in storage. Storage charges will cease on the date prior to removal.
- For moves into LTS, the rates include pre-move consultation; pre-packing; major appliance certification and servicing; packing; physical handling of HG&E between the residence and the conveyance; loading; scaling; drayage; ferries; shuttle service; parking permits; hoisting; lowering; rigging; warehouse handling in and any other services that are required to transport the HG&E shipment that are not otherwise specified.
- For delivery out of LTS, the rates include warehouse handling out, scaling; drayage; ferries; waiting time; unloading; physical handling of HG&E between the conveyance and the residence; major appliance certification and servicing; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; and any other services that are required to transport the HG&E shipment that are not otherwise specified.

**Table 5 to Annex B – Moves into LTS within Canada (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999	1000-1999	2000-3999	4000-7999	8000-11999	12000-15999	16000+
<b>1-50</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>51-100</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>101-200</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>201-300</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>301-400</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>401-500</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>501-750</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>751-1000</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>1001-1500</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>1501-2000</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>2001-3000</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>3001-3500</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>3501-4000</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>4001-4500</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>4501-5000</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
<b>5000+</b>	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx

**Table 6 to Annex B – LTS Rates (CDN \$)**

LTS Rate per CWT per Month (CDN \$)		
<b>Schedule A</b>	<b>Schedule B</b>	<b>Schedule C</b>
\$xx.xx	\$xx.xx	\$xx.xx

**Table 7 to Annex B– Rates for Moves out of LTS within in Canada (CDN \$)**

Distance (miles)	Rate per CWT Weight (lbs)						
	500-999	1000-1999	2000-3999	4000-7999	8000-11999	12000-15999	16000+
1-50	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
51-100	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
101-200	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
201-300	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
301-400	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
401-500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
501-750	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
751-1000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
1001-1500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
1501-2000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
2001-3000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
3001-3500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
3501-4000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
4001-4500	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
4501-5000	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
5000+	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx

### 2.2.3. General All-inclusive Moving Services Rates for Moves Requiring Third Party Service Providers (GAMS3PSP)

- a. This rate is applied to the Third Party Service Provider portion of shipments as per Appendix 1, Rule 15. It is applied in addition to the GAMS rate for the road transportation portion of the move. The rate includes pre-move consultation; pre-packing; major appliance certification and servicing; packing; physical handling of HG&E between the residence and the conveyance; loading; scaling; transportation; ferries; waiting time; unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; 30 days of SIT; crew costs, and any other services that are required to transport the HG&E shipment that are not otherwise specified.

**Table 8 to Annex B**

Location	Rate per CWT (CDN \$)
Moves to/from Nunavut	\$xx.xx
Moves to/from Northwest Territories	\$xx.xx
Moves to/from coastal Labrador	\$xx.xx
Moves to/from Churchill, MB and Pukatawagan, MB by rail	\$xx.xx
Moves to/from all other locations in Canada	\$xx.xx

- b. For moves with an origin and destination in any of the areas aforementioned, the higher rate would apply.

**2.2.4. PMV Rates**

- a. PMV rates include replacement cost protection.
- b. The Classes of PMVs are as follows:

**Table 9 to Annex B**

PMV Class	Description
<b>Class 1</b>	All passenger cars - less than 1.60m in height and a maximum of 14 cubic meters (CBM)
<b>Class 2</b>	All mini-vans and sport utility vehicles (except Ford Expedition, Navigator, Excursion and Chevrolet/GMC Tahoe, Yukon & Suburban) - less than 2.00 m in height and a maximum of 17 CBM.
<b>Class 3</b>	All large sport utilities (such as Ford Expedition, Navigator, Excursion and Chevrolet/GMC Tahoe, Yukon & Suburban), pickups, larger vans and all other oversized vehicles up to $\frac{3}{4}$ Ton rating - greater than 2.00 m in height and a maximum of 25 CBM.

**Table 10 to Annex B – PMV Rates within Canada and Continental United States (CDN \$)**

Mileage	Class 1 rate per mile	Class 2 rate per mile	Class 3 rate per mile
<b>150 - 500</b>	\$xx.xx	\$xx.xx	\$xx.xx
<b>501 - 1000</b>	\$xx.xx	\$xx.xx	\$xx.xx
<b>1001 – 2000</b>	\$xx.xx	\$xx.xx	\$xx.xx
<b>2001 - 3000</b>	\$xx.xx	\$xx.xx	\$xx.xx
<b>3001 +</b>	\$xx.xx	\$xx.xx	\$xx.xx

**Section 3 – Replacement Cost Protection Coverage for Household Goods and Effects****2.3.1. General**

- a. RCP coverage beyond the coverage stipulated in the Canadian Uniform Household Goods Bill of Lading for the shipment of HG&E shall be based on the actual weight of the shipment.
- b. Excess Replacement Cost Protection coverage for Shipper declared valuations over the assessed value as per Annex A, Appendix 3 (to be invoiced to the Shipper)

**Table 11 to Annex B – RCP Rates (CDN \$)**

	RCP Rate per CWT	
	Moves within Canada	Moves between Canada and the United States
<b>Transportation</b>	\$3.72	\$3.72
<b>SIT in excess of 30 days</b>	Nil	Nil
<b>LTS</b>	\$ 0.40	\$ 0.44

## Section 4 – Additional Charges

### 2.4.1. General

These charges are applied on an as required basis only.

### 2.4.2. Fuel Surcharge for Moves Originating in Canada

The base price for fuel is based on the Canadian Monthly Average Diesel pump price per litre of August 2012, as published by the Canadian source MJ Ervin & Associates ([www.mjervin.com](http://www.mjervin.com)). The underlying assumption is that fuel accounts for approximately 7.25% of the operating cost for transporting household goods.

The base case for the cost of fuel at 01 April 2013 is set between 1.21 and \$1.296 per litre (including applicable taxes). A positive (or negative) 0.5% surcharge to the GAMS rate (Refer to Table 1 of Annex B) may be levied for over-the-road shipments for every bandwidth increase (or decrease) as identified below, depending on the fuel cost. Commencing in the fourth year on April 1, 2016, and annually thereafter, the base price for fuel will be re-established.

Price for diesel fuel will be monitored by the IDC the 15th of each month and any surcharge which may apply as a result will be promulgated prior to the end of the said month via the Government Automated Systems (FEAMS/CRS) and by email to all Contractors. This surcharge will then come into effect for any move with a load date on or after the 1st of the month following this announcement.

To demonstrate: if the reported price of diesel fuel determined on 15 June 2013 is \$1.24, no surcharge will apply for shipments loaded as of 1 July 2013 through 31 July 2013. However, if the reported price of diesel fuel decreases to \$1.08 on 15 July 2013, a surcharge of minus 1.0% will apply to rates in this section for shipments loaded as of 1 August 2013 through 31 August 2013. Similarly, if on 15 August, diesel fuel jumps to \$1.45, a positive 1.0% fuel surcharge will apply for September moves.

**Table 12 to Annex B – Fuel Surcharge for Moves within Canada**

From	To	Fuel Surcharge
\$0.516	\$0.602	-2.00%
\$0.603	\$0.689	-1.75%
\$0.690	\$0.776	-1.50%
\$0.777	\$0.862	-1.25%
\$0.863	\$0.949	-1.00%
\$0.950	\$1.036	-0.75%
\$1.037	\$1.122	-0.50%
\$1.123	\$1.209	-0.25%
<b>\$1.210</b>	<b>\$1.296</b>	<b>0.0%</b>
\$1.297	\$1.382	0.25%
\$1.383	\$1.469	0.50%
\$1.470	\$1.556	0.75%
\$1.557	\$1.643	1.00%
\$1.644	\$1.729	1.25%
\$1.730	\$1.816	1.50%
\$1.817	\$1.903	1.75%

\$1.904	\$1.989	2.00%
\$1.990	\$2.076	2.25%
\$2.077	\$2.163	2.50%
\$2.164	\$2.249	2.75%
\$2.250	\$2.336	3.00%
\$2.337	\$2.423	3.25%
\$2.424	\$2.510	3.50%
\$2.511	\$2.596	3.75%
\$2.597	\$2.683	4.00%
\$2.684	\$2.770	4.25%
\$2.771	\$2.856	4.50%
\$2.857	\$2.943	4.75%
\$2.944	\$3.030	5.00%
\$3.031	\$3.116	5.25%
\$3.117	\$3.203	5.50%
\$3.204	\$3.290	5.75%
\$3.291	\$3.377	6.00%
\$3.378	\$3.463	6.25%

#### 2.4.3. Fuel Surcharge for Moves Originating in the United States

The base price for fuel is based on the National US Average Diesel pump price per gallon as of August 2012 as published by the U.S. Energy Information Administration (EIA), a statistical agency of the US Department of Energy (<http://www.eia.gov/petroleum/gasdiesel/>).

The base case for the cost of fuel at 01 April 2013 is set between \$4.089 to \$4.157 US dollars per US gallon (including applicable taxes). A positive (or negative) 0.25% surcharge to GAMS rate (Refer to Table 2 of Annex B) may be levied for over-the-road shipments for every bandwidth increase as identified below. Commencing in the fourth year on April 1, 2016, and annually thereafter, the base price for fuel will be re-established.

Price for diesel fuel will be monitored by the IDC the 15th of each month and any surcharge which may apply as a result will be promulgated prior to the end of the said month via the Government Automated Systems (FEAMS/CRS) and by email to all Contractors. This surcharge will then come into effect for any move with a load date on or after the 1st of the month following this announcement.

To demonstrate: if the reported price of diesel fuel determined on 15 June 2013 is \$2.44, no surcharge will apply for shipments loaded as 1 July 2013 through 31 July 2013. However, if the reported price of diesel fuel decreases to \$4.04 as identified on 15 July 2013, a surcharge of minus 0.25% will apply to rates in this section for shipments loaded as of 1 August 2013 through 31 August 2013. Similarly, if on 15 August, diesel fuel jumps to \$4.40, a positive 1.0% fuel surcharge will apply for September's moves.

**Table 13 to Annex B – Fuel Surcharge for Moves Originating in the United States**

From (\$US)	To (\$US)	Fuel Surcharge
3.537	3.605	-2.00%

3.606	3.674	-1.75%
3.675	3.743	-1.50%
3.744	3.812	-1.25%
3.813	3.881	-1.00%
3.882	3.950	-0.75%
3.951	4.019	-0.50%
4.020	4.088	-0.25%
<b>4.089</b>	<b>4.157</b>	<b>0.00%</b>
4.158	4.226	0.25%
4.227	4.295	0.50%
4.296	4.364	0.75%
4.365	4.433	1.00%
4.434	4.502	1.25%
4.503	4.571	1.50%
4.572	4.640	1.75%
4.641	4.709	2.00%
4.710	4.778	2.25%
4.779	4.847	2.50%
4.848	4.916	2.75%
4.917	4.985	3.00%
4.986	5.054	3.25%
5.055	5.123	3.50%
5.124	5.192	3.75%
5.193	5.261	4.00%
5.262	5.330	4.25%
5.331	5.399	4.50%
5.400	5.468	4.75%
5.469	5.537	5.00%
5.538	5.606	5.25%
5.607	5.675	5.50%
5.676	5.744	5.75%
5.745	5.813	6.00%
5.814	5.882	6.25%

#### 2.4.4. Incentive for Rush Moves

A rush move incentive of \$500 will apply in order to compensate the Contractor for the short notice received from Canada to execute a move order. This incentive shall only be applied on the move order once and be included on the initial invoice. This incentive:

- does not apply to shipments out of LTS or SIT;
- does not apply to the shipment of PMVs;
- will be cancelled if a liquidated damage is incurred as the result of a late pick-up;
- shall not be included in the calculated estimate; and
- shall not be calculated against the equalization register.

### 2.4.5. Hourly Rates

- a. The Contractor shall invoice the hourly rate for labour if a move is cancelled or delayed on load day, as based on the minimum hours legislated for each province or territory; the minimum is four (4) hours in Quebec, British Columbia and the Northwest Territories, two (2) hours in the Yukon and three (3) hours in all other provinces. The rates include packing, unpacking and replacement cost protection.

**Table 14 to Annex B – Hourly Rates**

Category	Hourly Rate (CDN\$)
Vehicle and one person	\$xx.xx
Each additional person	\$xx.xx

### 2.4.6. Moves to/from Alaska (See Appendix 1, Rule 17)

- a. Option A - Lift vans. For shipments with lift vans service, the Contractor will invoice under the rates found in Zone N1.
- b. Option B - Van Service. For shipments with van service, the Contractor will invoice under the rates found in Zone N2.

**Table 15 to Annex B – Lift Van Rates (CDN \$)**

Lift Van Rates per CWT								
From\To	N1	N2	1	2	3	4	5	6
N1			\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
N2			\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx	\$xx.xx
1	\$xx.xx	\$xx.xx						
2	\$xx.xx	\$xx.xx						
3	\$xx.xx	\$xx.xx						
4	\$xx.xx	\$xx.xx						
5	\$xx.xx	\$xx.xx						
6	\$xx.xx	\$xx.xx						

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## **Annex C - Service Failures**

### **3.0. General**

- a. Any failure by the Contractor to meet the specific requirements listed in Appendix 1 is deemed a service failure.
- b. Service failures are a management tool to identify a service requirement that is not being met and to enable the IDC to track problem areas and target continuous improvement initiatives. The Contractor's ability to effectively minimize service failures throughout their QAP and CI initiatives is an incentive to earn a larger business share. A robust review process ensures that service failures are applied to the Value index indices.
- c. Service failures are categorized as service delivery shortfalls, liquidated damages or adverse reports and are:
  - i. intended to identify performance deficiencies requiring corrective action by the Contractor and improve the quality of services;
  - ii. put in place to ensure Contractor compliance with the terms and conditions of the contract; and
  - iii. directly linked to performance measurement which impacts the Contractor's business share as outlined in Annex D.
- d. 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.
- e. Service failures can be determined administratively or as the result of an on-site QCI as outlined in Appendix 9.
- f. The Contractor shall be notified through CRS/FEAMS for each service failure that is applied on a move.
- g. The IDC reserves the right to conduct a formal review of a move when the number of service failures applied to that move is considered excessive. The IDC will notify the Contractor in writing that a formal review of the move and the performance deficiencies will be conducted. The IDC will notify the Contractor of the results of the formal review within 10 days of the review date, and the Contractor shall the IDC of corrective actions taken no later than 30 calendar days after the Contractor received results of the formal review.
- h. The Contractor shall forward liquidated damages to Canada no later than 30 calendar days after notification of the service failure unless an appeal to the service failure has been submitted.
- i. Canada will not entertain appeals to service failures once the liquidated damages have been received.
- j. The IDC reserves the right to call a meeting with the Contractor in Ottawa to discuss the results and corrective actions of the formal review.

### **3.1. Service Delivery Shortfalls**



- a. Service delivery shortfalls are classified as minor or major with respect to its impact on the Value Index. A detailed breakdown of the service delivery shortfalls can be found in Table 1 of Annex C.

### **3.2. Liquidated Damages**

- a. A detailed breakdown of the liquidated damages including the monetary impositions can be found in Table 2 of Annex C.
- b. The Contractor shall be liable to pay the actual expenses incurred by Canada in the event the amounts assessed as per Table 2 of Annex C are not sufficient to cover, or do not address, the additional expenses incurred.

### **3.3. Adverse Reports**

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

### **3.4. Appeal Process**

The following outlines the process by which the Contractor may formally raise an objection with regards to the application of service failures:

- a. First Level Appeal:
  - i. the Contractor can forward (at their expense) any formal objections to a service failure to the IDC DA by registered mail or through electronic mail;
  - ii. The appeal is to include all supporting documentation and must be received by the IDC DA no later than the close of business 30 calendar days from the date of the receipt of the service failure; and
  - iii. the IDC DA will review the information provided by the Contractor and will render a first level appeal decision.
- b. Final Appeal:
  - i. 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 IDC Chairperson for a final appeal process.
  - ii. The Contractor shall provide the IDC Chairperson with:
    - 1. a complete listing of all of the pertinent details that led to the original requirement for an IDC DA first level appeal decision;
    - 2. a recount of the IDC DA first level appeal decision rendered and any supporting documentation; and
    - 3. a listing of all subsequent details/explanations that would warrant a revisit of the IDC DA first level appeal decision.

- iii. The IDC Chairperson will subsequently revisit the first level appeal decision with the IDC DAs and render a final appeal decision.
  - iv. The Contractor should ensure that appeals include all the required information to permit the IDC to render an informed decision.
- c. Final Appeal Disposition
- i. If the first level appeal decision is overturned, any associated service failure and/or monetary imposition will be retracted.
  - ii. 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 of Annex C – Delivery Shortfalls**

SERVICE DELIVERY SHORTFALL		VI Impact	REFERENCE
<b>General</b>			
<b>G1</b>	No Contractor response or acknowledgment to electronic transmissions from CRS/FEAMS or to email, voice mail or facsimile communications within 60 minutes.	Minor	2.0.b. 2.4.b.
<b>G2</b>	Failure of the Contractor to meet the mutually agreed timings	Minor	2.1.f. 2.1.g.
<b>G3</b>	Failure of the Contractor to complete a service by 1930 hrs	Minor	2.1.e.
<b>G4</b>	Non-provision of bilingual material or services by the Contractor.	Major	2.1.a. 2.1.b.
<b>G5</b>	Failure of the Contractor to notify the IDC within 24 hrs of any major incident.	Major	2.2.b.
<b>G6</b>	Failure of the Contractor to use IDC approved forms, or alternatively, the Contractor's use of a form that was not approved by the IDC	Minor	2.20.a. 2.20.b. 18.A.1.
<b>G7</b>	Failure of the Contractor to obtain TA authorization as required by this contract	Major	2.16.b. 2.16.c.(i) 2.18.a.ii. 2.21.e.v. 11.A.1.b. Appendix 5, 5.3.a.
<b>G8</b>	Failure of the Contractor to perform an initial or annual warehouse inspection (submit report to IDC for approval) or alternatively to provide the IDC with an annual report of approved warehouses.	Major	Appendix 5, 5.2.a Appendix 5, 5.2.b
<b>Pre-move Consultation</b>			
<b>PM1</b>	Failure of the Contractor to conduct the Pre-move Consultation and provide a weight estimate to CRS/FEAMS 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.	Major	2.5.a. 2.5.m.

SERVICE DELIVERY SHORTFALL		VI Impact	REFERENCE
<b>PM2</b>	Failure of the Contractor to provide the Shipper with the applicable Pre-move Information booklet(s).	Major	2.5.c.
<b>PM3</b>	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.	Minor	2.5.k
<b>PM4</b>	Failure of the Contractor to provide a revised weight estimate to the Shipper and CRS/FEAMS by no later than the day prior to DSR date.	Minor	2.5.o.
<b>PM5</b>	Failure of the Contractor to respect the allowable variance for a weight estimate when compared to the actual/constructive weight.	Major	Appendix 2, 2.1.b.i.
<b>Packing</b>			
<b>P1</b>	Pre-pack is performed earlier than 5 business days prior to DSR date.	Minor	2.6.d.
<b>P2</b>	Packing exceeded 0800 to 1930 hours without Shipper and TA approval.	Minor	2.1.d.
<b>P3</b>	Packing standards are less than the minimum requirement at Appendix 4	Minor	2.6.b.
<b>P4</b>	Failure of the Contractor to crate an item as detailed in Appendix 4	Major	2.6.b.
<b>P5</b>	Failure of the Contractor to complete packing prior to DSR date.	Major	2.6.c.
<b>Loading</b>			
<b>L1</b>	Contractor performs more than one pick-up of HG&E at origin.	Major	2.7.c
<b>L2</b>	Loading exceeded 0800 to 1930 hours.	Major	2.1.d.
<b>L3</b>	Failure of the Contractor to protect the residence and HG&E from damage.	Major	2.0.c. Annex E
<b>L4</b>	Failure of the Contractor to provide the Shipper with a properly completed inventory listing.	Major	2.7.i
<b>L5</b>	Failure of the Contractor to clear Shipper's residence of empty containers, packing material and other debris accumulated during packing and loading.	Minor	2.7.j
<b>Scaling</b>			
<b>W1</b>	Failure of the Contractor to adhere to the applicable scaling procedures.	Major	2.11. 2.12.
<b>W2</b>	Failure of the Contractor to provide a weigh scale ticket that includes all the required information.	Major	2.10.a. 2.10.b.
<b>W3</b>	Failure of the Contractor to re-weigh a shipment prior to delivery when the net weight obtained at origin exceeds the	Major	2.13.a.

SERVICE DELIVERY SHORTFALL		VI Impact	REFERENCE
	weight limit specified on the move order.		
<b>Transportation</b>			
<b>T1</b>	Failure of the Contractor to provide a Prime mover or conveyance that is in accordance with the requirement.	Major	2.14.a.
<b>T2</b>	Failure of the Contractor to transport all HG&E inside the conveyance.	Major	2.7.h
<b>Storage</b>			
<b>S1</b>	Failure of the Contractor to store a shipment in an IDC approved warehouse facility.	Major	2.15.a.
<b>S2</b>	Failure of the Contractor to immediately advise the TA of weight changes to an LTS lot	Major	2.17.b.ii.
<b>S3</b>	Failure of the Contractor to advise the TA and the Shipper of new LTS location.	Minor	2.17.d.vi
<b>S4</b>	Transfer of LTS lots without IDC supervision.	Major	2.17.d.iii
<b>Delivery/Unloading</b>			
<b>D1</b>	Failure of the Contractor to obtain DDR authorization prior to commencement of unloading.	Major	2.18.a.
<b>D2</b>	Contractor performs more than one delivery of HG&E to the principal residence at destination, or delivers HG&E to more than one location at destination.	Major	2.18.b.i.
<b>D3</b>	Failure of the Contractor to obtain Shipper and TA approval to exceed the prescribed 0800 to 1930 hours of service.	Minor	2.1.d.
<b>D4</b>	Failure of the Contractor to protect the residence and HG&E from damage.	Major	2.0.c. Annex E
<b>D5</b>	Failure of the Contractor to place HG&E in rooms corresponding to the inventory listing or as directed by the Shipper.	Minor	2.18.b.iii.
<b>D6</b>	Failure of the Contractor to assist the Shipper in annotating all exceptions on the inventory listing.	Major	2.5.h.x.
<b>D7</b>	Failure of the Contractor to re-assemble furniture or any other items that were disassembled by the Contractor at origin.	Minor	2.18.b.iv.
<b>D8</b>	Failure of the Contractor to prepare the specified major articles and appliances for use.	Minor	2.18.b.v
<b>Unpacking</b>			
<b>U1</b>	Unpacking exceeded 0800 to 1930 hours.	Major	2.1.d.
<b>U2</b>	Failure of the Contractor to perform unpacking on the next business day after delivery/unloading.	Major	2.19.a.
<b>U3</b>	Failure of the Contractor to annotate damages on the "Loss/Damage to Packed Items" form with the Shipper.	Major	2.20.a.

SERVICE DELIVERY SHORTFALL		VI Impact	REFERENCE
<b>U4</b>	Failure of the Contractor to provide an additional pick-up of packing material and empty cartons within 5 business days of the unpack day.	Minor	2.19.c.
<b>PMV</b>			
<b>V1</b>	PMV pickup and/or delivery exceeded 0800 to 1930 hours without TA authorization.	Minor	2.1.d.
<b>V2</b>	Failure of the Contractor to contact the Shipper within 7 calendar days for regular moves and within 2 calendar days for a rush move from the date of receipt of the Move Order.	Major	1.2.22.e.i.
<b>V3</b>	Failure of the Contractor to transmit to CRS/FEAMS the PMV shipping details within 7 calendar days of the DSR.	Major	1.2.22.e.ii.
<b>V4</b>	Failure of the Contractor to contact the Shipper no later than 2 calendar days in advance of the DSR to reconfirm the timings and scheduled pickup location.	Minor	1.2.22.e.iv.
<b>V5</b>	Failure of the Contractor to contact the TA within 1 calendar day for agreement on the proposed course of action if a PMV becomes inoperable during shipment.	Minor	1.2.22.g.ii.
<b>V6</b>	Failure of the Contractor to notify the TA on the same day, followed by a written notice within 1 calendar day, indicating the intervention and corrective action taken if there is major damage or complete loss of a PMV, or a break and entry has occurred.	Major	1.2.22.g.iii.
<b>Claims</b>			
<b>C1</b>	Failure of the Contractor to provide a HG&E or PMV Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.	Minor	Annex E, 5.1.6.d. Annex E, 5.2.5.e
<b>C2</b>	Failure of the Contractor to acknowledge receipt of, and commence settlement action on a properly documented HG&E or PMV claim within 7 calendar days.	Major	Annex E, 5.1.6.f. Annex E, 5.2.5.g.
<b>C3</b>	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.	Major	Annex E, 5.1.6.i.
<b>C4</b>	Failure of the Contractor to provide the Shipper with a fully itemized HG&E claim settlement report which fully explains the reasons for any denials.	Major	Annex E, 5.1.6.k.
<b>C5</b>	Failure of the Contractor to submit quarterly HG&E and PMV claims reports to CRS/FEAMS.	Major	Annex E, 5.1.7.b Annex E, 5.2.6.a.
<b>C6</b>	Failure of the Contractor to provide the Shipper with the final settlement package within 20 calendar days from the receipt date of the claim, including an itemized PMV claim settlement breakdown of costs, explanations and reasons for denials.	Major	Annex E, 5.2.5.k.
<b>Invoicing</b>			
<b>INV1</b>	Failure to provide the approved invoice and all supporting	Major	5.1.5.a

SERVICE DELIVERY SHORTFALL		VI Impact	REFERENCE
	documentation within 60 calendar days of delivery date.		

**Table 2 of Annex C – Liquidated Damages**

SERVICE FAILURE		Monetary Imposition	REFERENCE
<b>LD1</b>	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	3.A.2 1.2.b.
<b>LD2</b>	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	2.6.d.
<b>LD3</b>	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	2.4.d.
<b>LD4</b>	Failure of the Contractor to ensure that fuel tanks are full prior to scaling.	\$1,000	2.8.a.
<b>LD5</b>	Failure of the Contractor to identify and refuse an inadmissible item which as a result is transported.	Adjustment of weight and charges	6.A.2.
<b>LD6</b>	Failure of the Contractor to provide IDC DA with 30 calendar days notice of the transfer of LTS lots.	\$200 per LTS lot	2.17.d.i.
<b>LD7</b>	Failure of the Contractor to respect the TTG 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.	2.14.b. 2.16.c.ii.
<b>LD8</b>	Failure of the Contractor to respect the PMV TTG	All rental car costs commencing the day after maximum TTG until actual delivery date	1.2.22.b.
<b>LD9</b>	Failure of the Contractor to authorize the Shipper to rent a comparable PMV for the time required to perform repairs when a PMV cannot be delivered due to loss or damage.	All rental car costs commencing the day after maximum TTG until actual delivery date	Annex E, 5.2.4.e.
<b>LD10</b>	PMV was driven excessively while in the possession of the Contractor	The kilometric allowance in accordance with the Treasury Board Travel Directive as well as any other charges incurred by Canada and/or the Shipper	Annex E, 5.2.2.a.
<b>LD11</b>	Failure of the Contractor to forward the service failure payment for liquidated damages to Canada no later than 30 calendar days following notification	Interest as per Canada	5.1.7.b

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SERVICE FAILURE		Monetary Imposition	REFERENCE
	of the service failure or the final appeal decision.		
LD12	Invoicing Canada for services not rendered by the Contractor	Adjustment of charges	5.1.5.c

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## **Annex D - Value Index Model – Performance Measurement**

### **4.0. Value Index Model**

- a. The VI Model is the performance measurement mechanism through which Contractors are encouraged to improve upon the level of service being provided to employees of Canada.
- b. The VI Model uses inputs from government employees with respect to their level of satisfaction with the services provided during all phases of the move, as well as, inputs from the TA and IDC DA with respect to the Contractor's compliance with the service requirements articulated in the contract.
- c. VI scores are calculated by Canada three times a year and are used to determine the change to each Contractor's business share for the subsequent observation periods.
- d. The IDC reserves the right to modify the VI model and methodology for implementation at the contract renewal date(s). The IDC acknowledges that Customer Satisfaction is an important indicator of Contractor performance however; the Shipper is not familiar with the contract and as a result the emphasis unless otherwise advised is on Contractor Compliance.

### **4.1. Value Index Methodology**

- a. A VI score is calculated for each Contractor by adding three indices, specific to the activities of each Contractor: the Employee Satisfaction Index (ESI), the Claims Settlement Index (CSI), and the Contractor Compliance Index (CCI) as follows:

$$VI = 0.25 * ESI + 0.15 * CSI + 0.60 * CCI$$

- b. When no CSI assessment is possible (during the initial stage of the contract for example), the VI score is calculated as follows:

$$VI = 0.40 * ESI + 0.60 * CCI$$

- c. The ESI measures the Shippers' satisfaction with regards to their move; an ESI score is calculated for each sampled move based on the answers to specific questions in the Government Employee Satisfaction Survey (GESS). The Contractor ESI score is calculated as the average of the individual ESI scores for the sampled moves pertaining to that Contractor and which occurred during the previous period (refer to Figure 3.x).
- d. The CSI measures the Shippers' satisfaction with regards to their claim settlement process; a CSI score is calculated for each sampled claim based on the answers to specific questions in the Claims Settlement Satisfaction Survey (CSSS). The Contractor CSI score is calculated as the average of the individual CSI scores for the claims pertaining to that Contractor and relating to the moves which occurred two periods prior (refer to Figure 3.x).
- e. The CCI reflects the assessment of the moves based mostly on a measure of the number of service shortfalls issued in relation to the number of moves performed. A CCI score is calculated for each Contractor based on the moves which occurred during the previous period (refer to Figure 3.x).

### **4.2. Value Index (VI) Benchmark**



- a. The VI Benchmark is the average of the VI scores for all Contractors in a given observation period.

#### 4.3. Business Share Reallocation Principles

The business share reallocation is based on the following principles:

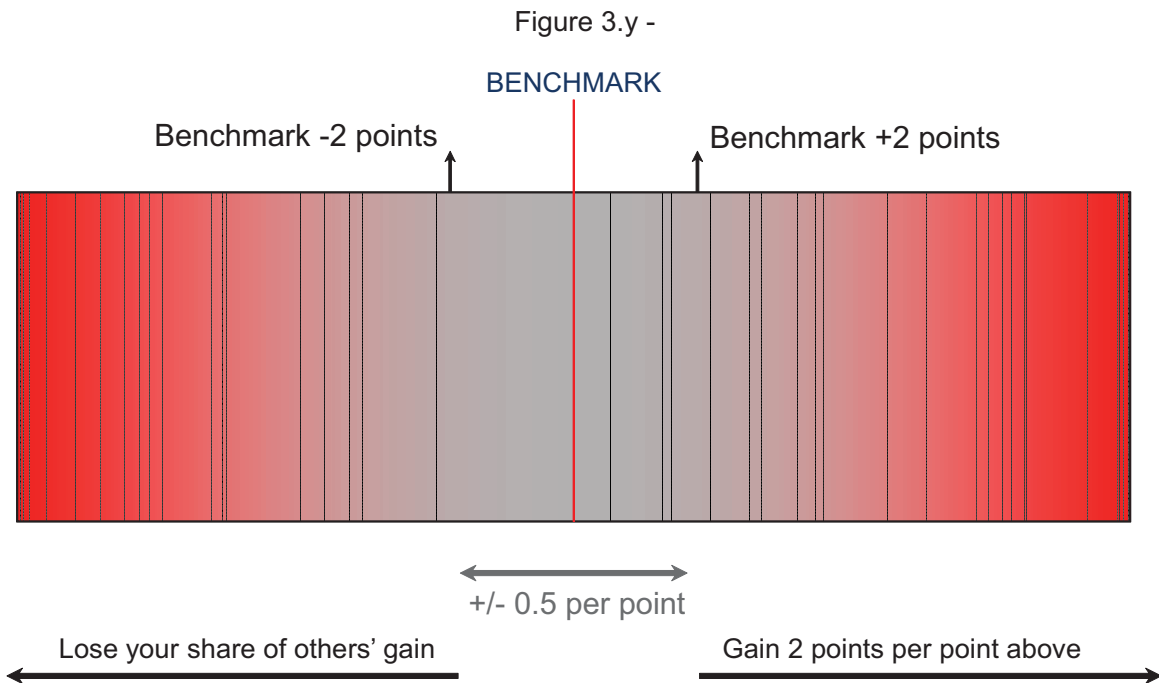
- a. Principle One – Each Contractor who obtains a VI score above the VI benchmark will increase its business share by:
- i. Scenario #1: For VI scores within the inner band (VI Benchmark +/- 2 points) (refer to Figure 3.y) a potential number of points equal to half of the difference between the VI benchmark and the Contractor's VI score, up to a maximum gain of 1 point. For example, if a Contractor has a VI score 1.6 points above the benchmark, this corresponds to a potential gain of 0.8 points, which translates into a potential gain of 0.8% of the business share.
  - ii. Scenario #2: For VI scores outside of the inner band (refer to Figure 3.y), a potential additional number of points equal to twice the difference between the Contractor's VI score and the VI benchmark minus 2 (to account for the points calculated at the previous step). For example, if a Contractor has a VI score 3.4 points above the benchmark, this corresponds to a potential gain of 3.8 points ( $1+2*1.4$ ), which translates into a potential gain of 3.8% of the business share.
  - iii. Applicable to Scenarios #1 and #2: in proportion, relative to the other Contractors with a VI score above the benchmark (if any), to the difference between their VI score and the benchmark. For example, if Contractor A has a VI score 1.2 points above the benchmark (hence gaining a potential 0.6 point) and Contractor B has a VI score 1.8 points above the benchmark (hence gaining a potential 0.9 point), and if only 1.2 points are available to be gained, then Contractor A and B will share these 1.2 points pro rata. Contractor A will gain 40% ( $0.6/(0.6+0.9)$ ) of the 1.2 points, which corresponds to an additional 0.48% of the business share, and Contractor B will gain 60% ( $0.9/(0.6+0.9)$ ) of the 1.2 points, which corresponds to an additional 0.72% of the business share;
  - iv. Applicable to Scenarios #1 and #2: no more than 50% of its business share for the previous period; and
  - v. Applicable to Scenarios #1 and #2: no more than the cumulative percentage of business share the other Contractors can lose.
- b. Principle Two – Each Contractor who obtains a VI score below the VI benchmark will decrease its business share by:
- i. Scenario #3: For VI scores within 2 points of the benchmark, a potential number of points equal to half of the difference between the VI benchmark and the Contractor's VI score, up to a maximum loss of 1 point. For example, if a Contractor has a VI score 1.6 points below the benchmark, this corresponds to a potential loss of 0.8 points, which translates into a potential loss of 0.8% of the overall business share; Scenario #4: For VI scores lower than 2 points below the VI benchmark, their proportional share of the combined business shares the other Contractors can gain. For example, if Contractor A has a VI score 3.4 points above the benchmark (hence gaining a potential 3.8 points, as demonstrated above), if Contractor B has a VI score 3.3 points below the benchmark and if Contractor C has a VI score 2.2 points below the benchmark, then Contractor B and C will share these 3.8 points pro rata. Contractor B will

potentially lose 60% ( $3.3/(3.3+2.2)$ ) of the 3.8 points, which corresponds to a loss of 2.28% of the business share, and Contractor C will potentially lose 40% ( $2.2/(3.3+2.2)$ ) of the 3.8 points, which corresponds to a loss of 1.52% of the business share;

- ii. Applicable to Scenarios #3 and #4, no more than 20% of its business share for the previous period;
- iii. Applicable to Scenarios #3 and #4, in proportion, relative to the other Contractors with a VI score below the VI benchmark, based on the difference between their VI score and the VI benchmark;

Applicable to Scenarios #3 and #4, no more than the combined business share the other Contractors can gain;

- c. Principle Three – Contractors may chose to accept all or part of the increase in business share resulting from this reallocation process, and shall advise the IDC accordingly, in writing, within 5 business days of being offered additional business share. If a Contractor refuses a portion of the increase, then it shall be added to the business share offered to the next Contractor whose VI score has exceeded the VI benchmark.
- d. The following Figure 3.y is a graphic presentation of the grey zone area around the VI benchmark.



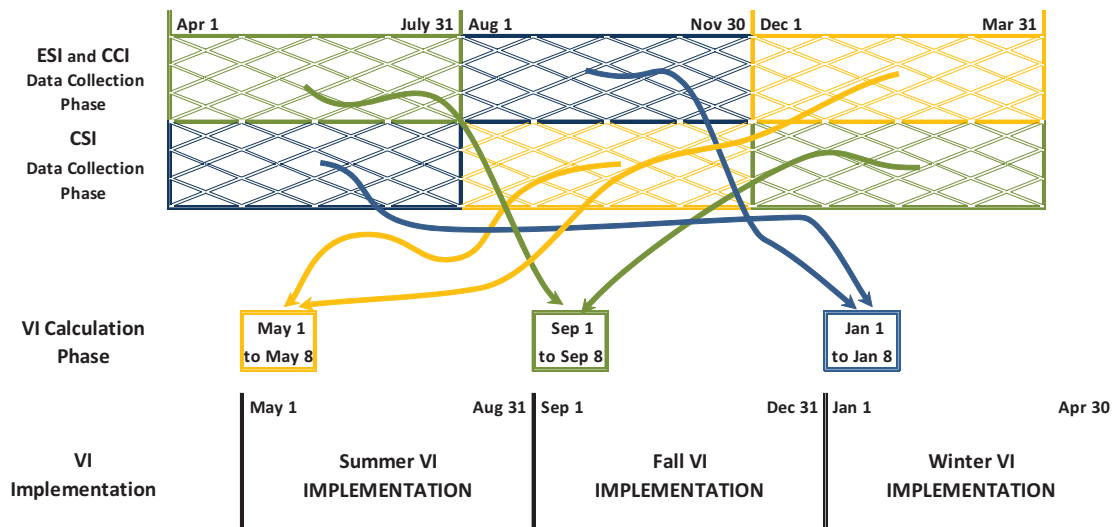
8

#### 4.4. Value Index Cycle

Considering the full duration of the contract, a reallocation of business share based on the VI Model is performed three times a year: early January, early May and early

September. The data collection periods are presented in the graph below. For example, for a given year, the Summer VI is based on ESI and CCI data collected between December 01 and March 31 of the same year, and CSI data collected between August 01 and November 30 of the previous year. The results of the Summer VI are announced early May and directly impact the moves performed between May 01 and August 31. The gains and losses resulting from the VI implementation are cumulative over the life of the contract.

**Figure 3.x - VI Cycle**



## **Annex E - Replacement Cost Protection**

### **Section 1 - Household Goods and Effects**

#### **5.1.0. General**

The Contractor shall:

- a. provide replacement cost protection, 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. The Contractor's liability for such loss or damage shall not be limited by any provision in the Bill of Lading or the Warehouse Receipt applicable to such HG&E, nor shall the exceptions to liability contained in such Bill or Receipt apply;
- b. 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;
- c. 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
- d. be responsible for RCP for all phases of the move regardless of who is providing the service on the Contractor's behalf.

#### **5.1.1. Coverage**

The Contractor shall provide standard coverage of \$120,000 for shipments weighing 10,000 lbs or less. For shipments over 10,000 lbs, the coverage shall be augmented at the rate of \$10.00 for each additional pound above the 10,000 lbs as computed on the actual weight. The coverage shall extend from packing at origin to unpacking at destination including any transportation by third party service providers, government conveyances and private vehicles.

#### **5.1.2. Optional Coverage Provisions**

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

#### **5.1.3. Articles & Appliances**

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

#### **5.1.4. Exclusions**

The following items are excluded from the RCP coverage:

- a. 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;

- b. 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;
- c. 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;
- d. Loss or damage caused by contamination by radioactive material;
- e. Loss of market value to antiques, works-of-art, or other related high-value items that have been damaged and repaired by the Contractor;
- f. Computer down time, TV rentals and other related losses;
- g. Emotional upset or stress, or the loss or damage of items that have intrinsic value such as a family album, keepsakes, heirlooms, etc; and
- h. Telephone calls, travel and personal time expended settling a claim.

#### **5.1.5. Basis of Settlement**

- a. 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;
- b. 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;
- c. 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;
- d. 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 prepared within 30 calendar days of loading. The Contractor will repair the item(s) with material of like kind and quality;
- e. The Contractor is responsible for all costs associated with obtaining any repair estimates or other documentation required by the Contractor;
- f. 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 DDR;
- g. 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:
  - i. authorize the immediate repair or replacement of the loss or damage, subject to approval by a representative selected by the Shipper; or
  - ii. repair or replace the lost or damaged item when the Shipper is able to accept delivery of the LTS lot .

- h. The IDC reserves the right to perform an inspection to assess the loss or damage referred to in paragraph 5.1.5.g. above;
- i. In the event of a contentious claim, the Contractor may hire, at their own expense, an independent professional insurance adjuster to assist the Contractor in resolving the claim. The IDC reserves the right to require that the Contractor use an independent professional insurance adjuster;
- j. In the event of a major loss, the Contractor must hire, at its own expense, an independent professional insurance adjuster to work with the Shipper to assist the Contractor in settling the claim.
- k. Where the Contractor pays the replacement value of a damaged item, the damaged item becomes the property of the Contractor.

#### **5.1.6. Claim Settlement Process**

**General:** 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 IDC, is not a direct party to the claim settlement process. In the event that the IDC is requested to assist a Shipper with their claim there is a clear indication that there has been a serious failure in the process. In addition, claims settlement services are not to be sub-contracted and co-insurance does not apply. In all cases the Contractor shall:

- a. provide claim settlement services, and all related documentation, in the official language (OL) of the Shipper's choice;
- b. assign an account manager to oversee these services to provide a consistently high level of claims settlement satisfaction;
- c. clearly inform the Shipper in writing of the loss or damage claim process by providing clear and concise instructions regarding how they are to file a claim. The instructions must also include statutory limitations, indicate that one supplementary claim 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.
- d. provide a HG&E Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.
- e. assist the Shipper, when required, to complete the Statement of Claim form, in certifying evidence of loss or damage, and fully answering questions regarding the completion of the form and the claim settlement process;
- f. acknowledge receipt of and commence settlement action on a properly documented claim within 7 calendar days;
- g. provide the Shipper with a main point of contact (account agent) to oversee and provide guidance regarding the claims settlement process;
- h. follow-up with the Shipper regarding any improperly documented claims within 48 hours of receipt;
- i. provide the Shipper with a complete and reasonable settlement within 60 calendar days of receipt of the properly documented claim.

- j. 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.
- k. 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 IDC DA upon request.
- l. inform the applicable IDC 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).

#### **5.1.7. Claims Report**

- a. The Contractor shall provide an annual report on December 31 of each year.
- b. The Contractor shall provide a quarterly claims report on the final business day of the quarter through CRS/FEAMS. This report will be in the format stipulated by the IDC to enable monitoring of claim settlement performance as per Section 1 of Annex E.
- c. The IDC reserves the right to request up to 6 ad hoc reports per calendar year to examine specific areas of concern. Ad hoc reports will be at the Contractor's expense.

### **Section 2 - Private Motor Vehicle**

#### **5.2.0. General**

The Contractor shall:

- a. provide replacement cost protection (RCP) for the loss or damage that is attributable to incidents that occurred while the Shipper's PMV was in the possession of the Contractor. The Contractor's liability to Canada for such loss or damage is not limited by any provision of the Bill of Lading applicable to such goods, nor shall the exceptions to liability contained in such Bill apply to the Shipper;
- b. 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;
- c. 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
- d. be responsible for RCP for all phases of the move regardless of who is providing the service on the Contractor's behalf.

#### **5.2.1. Coverage**

- a. The Contractor shall ensure that PMV RCP coverage is based on the following:
- b. For a PMV that is not listed in the *Canadian Red Book* (Official Used Car Valuations and Canadian Older car/light truck) due to its recent purchase from the manufacturer's dealer, the actual cost of the PMV as stated on the bill of sale provided by the Shipper; and
- c. For a used PMV, the value of the PMV as listed in the *Canadian Red Book* (Official Used Car Valuations and Canadian Older car/light truck) dated the month of loading.



- d. For a used PMV which is not listed in the *Canadian Red Book*, the insurance coverage will be based on an appraisal provided by the Shipper from a professional appraisal firm. The appraisal must not be more than 30 calendar days old.
- e. An additional \$1,000 of insurance coverage will be provided to cover the costs of accessories and auxiliary equipment which are not otherwise included in the *Canadian Red Book Value*.

#### **5.2.2. Contractor Operation of PMV**

- a. If, based on the origin and destination PMV odometer readings, it is apparent that the PMV was driven in excess of 8 kms while in the possession of the Contractor, without the Shipper's permission, the Contractor shall compensate the Shipper the kilometric allowance in accordance with the Treasury Board Travel Directive as well as any other charges, fees, tolls incurred that may otherwise be directed to the Shipper as the registered PMV owner.

#### **5.2.3. Exclusions**

- a. Items excluded from the RCP coverage are loss of market value to any PMV that has been damaged and repaired by the Contractor.

#### **5.2.4. Basis of Settlement**

- a. The settlement shall be based on the lesser of the cost to repair the PMV with new materials of like kind and quality; industry accepted substitutes, or the cost to replace the PMV, including all applicable taxes.
- b. If the Shipper does not wish to have the PMV repaired, the liability of the Contractor is limited to the lesser of the cost to affect the repairs, inclusive of applicable taxes, or an agreed upon cash settlement in lieu of the repairs.
- c. The Contractor shall cover the costs associated with any estimates and other documentation required in order to provide such information to the Shipper in cases of loss or damage during loading, transportation, and/or unloading of the PMV.
- d. In the event of a major loss, the Contractor shall hire, at its own expense, a private third party professional insurance adjuster to work with the Shipper to settle the claim.
- e. In the event that a PMV cannot be delivered due to major loss or damage, or is delivered in a damaged condition where the period of repair will exceed 2 calendar days, the Contractor shall take action within 1 calendar day to authorize the Shipper to rent a comparable vehicle for the period of time it will take to perform the repairs. The rental vehicle must be equivalent in size to the Shipper's PMV and include collision coverage, damage waiver, and additional mileage charges beyond the free allowance. All of the associated rental vehicle costs are to be borne by the Contractor.
- f. The delivery date when a PMV is undeliverable due to major loss or damage shall be deemed to be no later than the end of the TTG.
- g. When a PMV was operating normally at origin, the Contractor will be liable for any mechanical or electrical malfunction of the PMV including in particular any malfunction of or damage to the engine, drive train, transmission, suspension or exhaust system even if no external damage or proof of abuse/mishandling of the PMV is noted at the time of delivery. In the event of a disagreement, the Contractor



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shall hire, at their own expense, an independent professional insurance adjuster to investigate the circumstances surrounding the damage.

#### 5.2.5. Claim Settlement Process

**General:** 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 IDC, is not a direct party to the claim settlement process. In the event that the IDC is requested to assist a Shipper with their claim there is a clear indication that there has been a serious failure in the process. In addition, claims settlement services are not to be sub-contracted and co-insurance does not apply. In all cases the Contractor shall:

- a. provide claim settlement services, and all related documentation, in the official language (OL) of the Shipper's choice;
- b. assign an account manager to oversee these services to provide a consistently high level of claims settlement satisfaction;
- c. clearly inform the Shipper in writing of the loss or damage claim process by providing clear and concise instructions outlining how they are to file a claim. The instructions must also include statutory limitations, indicate that no supplementary claims will be allowed, and outline settlement procedure(s) as well as the timelines that must be followed.
- d. advise the Shipper to file their claim within 20 business days of the PMV delivery date. Under exceptional circumstances, the Shipper may apply to the Contractor for an extension to the claim filing time limits. The Contractor is expected to give favourable consideration to such requests in light of extenuating circumstances such as a quick posting, deployment or other similar situations.
- e. provide a PMV Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.
- f. assist the Shipper, when required, to complete the Statement of Claim form, in certifying evidence of loss or damage, and fully answering questions regarding the completion of the form and the claim settlement process;
- g. acknowledge receipt of and commence settlement action on a properly documented claim within 7 calendar days;
- h. follow-up with the Shipper regarding any improperly documented claims within 48 hours of receipt;
- i. provide the Shipper with a main point of contact (account agent) to oversee and provide guidance regarding the claims settlement process;
- j. commence the claim settlement process within 5 business days from the receipt date of the claim;
- k. provide the Shipper with the final settlement package within 30 calendar days from the receipt date of the claim and include an itemized claim settlement breakdown of costs, explanations, reasons for denials, and enclose the cheque in the amount of the settlement;
- l. inform the TA of all claim settlements in excess of \$5,000 CDN;
- m. provide the TA with copies of claims and documentation on request.

#### **5.2.6. Claims Reports**

- a. The Contractor shall provide a monthly PMV claims report on the final business day of each quarter through CRS/FEAMS to enable monitoring of claim settlement performance as detailed in Section 2 of Annex E.
- b. The Contractor must provide an electronic copy of the report to be delivered to the Technical Authority. The IDC DA reserves the right to request ad hoc reports from the database at the Contractor's expense.

**Appendix 1 of Annex E – HG&E Claims Report Format**

To be provided in the RFP

**Appendix 2 of Annex E – PMV Claims Report Format**

To be provided in the RFP

## **Annex F - CRS/FEAMS**

This part consists of 4 appendices:

Appendix 1: Volumetrics

Appendix 2: Electronic Data Interchange (EDI) Formats for CRS

Appendix 3: Electronic Data Interchange (EDI) Formats for FEAMS v2.0

Appendix 4: Register Example

## Appendix 1: Volumetrics

Table 1 to Appendix 1 – CRS Volumetrics

Record Type	From	To	# of Contracts	Records Sent Per Contract	Record Size Min (Chars)	Record Size Max (Chars)	Minimum Characters Sent	Maximum Characters Sent
LHM - Long Haul Move Contract	CRS	Contractor	2317	1	50	1009	115,850.00	2,337,853.00
LOC - Local Move Contract	CRS	Contractor	133	1	49	1006	6,517.00	133,798.00
LTS - Long Term Storage Record	N/A	Contractor	0	0	43	294	0.00	0.00
SIT - Storage In Transit Record	N/A	Contractor	0	0	53	309	0.00	0.00
W/T - Waiting Time Record	N/A	Contractor	0	0	61	215	0.00	0.00
REP - Receipt Reply	Contractor	CRS	2575	1	39	143	100,225.00	368,225.00
EST - Estimate Weight/Cost/Warehouse Code/Distance	Contractor	CRS	2450	1	63	200	154,350.00	490,000.00
QCI - Quality Control Inspection Report	N/A	Contractor	0	1	73	315	0.00	0.00
RWT - Reweigh Report	N/A	Contractor	0	1	79	429	0.00	0.00
LDR - Liquid Damages Record	N/A	Contractor	0	1	55	307	0.00	0.00
DEL - Deletion/Cancellation Record	CRS	Contractor	125	1	36	541	4,500.00	67,625.00
WHS - Warehouse Data Record	N/A	Contractor	0	2	67	350	0.00	0.00
CLM - Claim Record	N/A	Contractor	0	1	38	273	0.00	0.00

Table 2 to Appendix 1 – DND Volumetrics

Record Type	From	To	# of Contracts	Records Sent Per Contract	Record Size Min (Chars)	Record Size Max (Chars)	Minimum Characters Sent	Maximum Characters Sent
LHM - Long Haul Move Contract	DND	Contractor	2000	2	50	1009	1,200,000.00	24,216,000.00
LOC - Local Move Contract	N/A	Contractor	0	1.5	49	1006	0.00	0.00
LTS - Long Term Storage Record	DND	Contractor	500	1.5	43	294	32,250.00	220,500.00
SIT - Storage In Transit Record	DND	Contractor	3240	1.5	53	309	257,580.00	1,501,740.00
W/T - Waiting Time Record	DND	Contractor	1350	1.5	61	215	123,252.00	435,375.00
REP - Receipt Reply	Contractor	DND	35150	1	39	143	1,370,850.00	5,026,450.00
EST - Estimate Weight/Cost/Warehouse Code/Distance	Contractor	DND	351150	1	63	200	2,214,450.00	7,030,000.00
QCI - Quality Control Inspection Report	DND	Contractor	2000	1	73	315	143,000.00	630,000.00
RWT - Reweigh Report	DND	Contractor	100	1	79	429	7,900.00	42,900.00
LDR - Liquid Damages Record	DND	Contractor	200	1	55	307	11,000.00	61,400.00
DEL - Deletion/Cancellation Record	DND	Contractor	200	1	36	541	7,200.00	108,200.00
WHS - Warehouse Data Record	DND	Contractor	200	2	67	350	26,800.00	140,000.00
CLM - Claim Record	DND	Contractor	4000	1	38	273	152,000.00	1,092,000.00

Table 3 to Appendix 1 – RCMP Volumetrics

Record Type	From	To	Num of Contracts	Records Sent Per Contract	Record Size Min (Chars)	Record Size Max (Chars)	Minimum Characters Sent	Maximum Characters Sent
LHM - Long Haul Move Contract	CRS	Contractor	1740	1	50	1009	87,000.00	1,755,660.00
LOC - Local Move Contract	CRS	Contractor	227	1	49	1006	11,123.00	228,362.00
LTS - Long Term Storage Record	N/A	Contractor	0	0	43	294	0.00	0.00
SIT - Storage In Transit Record	N/A	Contractor	0	0	53	309	0.00	0.00
W/T - Waiting Time Record	N/A	Contractor	0	0	61	215	0.00	0.00
REP - Receipt Reply	Contractor	CRS	2072	1	39	143	80,808.00	296,296.00
EST - Estimate Weight/Cost/Warehouse Code/Distance	Contractor	CRS	1967	1	63	200	1,523,921.00	393,400.00
QCI - Quality Control Inspection Report	N/A	Contractor	0	1	73	315	0.00	0.00
RWT - Reweigh Report	N/A	Contractor	0	1	79	429	0.00	0.00
LDR - Liquid Damages Record	N/A	Contractor	0	1	55	307	0.00	0.00
DEL - Deletion/Cancellation Record	CRS	Contractor	125	1	36	541	4,500.00	67,625.00
WHS - Warehouse Data Record	N/A	Contractor	0	2	67	350	0.00	0.00
CLM - Claim Record	N/A	Contractor	0	1	38	273	0.00	0.00

Note: The number of characters per record does not include the control characters (i.e.: Commas and Quotes)

## Appendix 2 - Electronic Data Interchange (EDI) Formats for CRS

LHM (Long Haul Move) Record Layout

LOC (Local Move) Record Layout

LTS (Long-term Storage Move) Record Layout

AGT (Agent) Record Layout

EST (Estimate) Record Layout

ACK (Acknowledgement) Record Layout

REP (Reply) Record Layout

DEL (Deletion) Record Layout

Services List (Currently being used by CRS)

### LHM (Long Haul Move) Record Layout

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"LHM"
Record Format	Num	1	2	1 to 99 Value 6
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Cross Reference Contract	Char	0	13	See Para 2.a.
Consolidation Number	Char	0	13	
Prime Loading Date	Date	8	8	"yyyymmdd"
Estimate Due Date	Date	0	8	"yyyymmdd"
Rush Move	Num	0	1	1 = 5%, 2 = 10%
Member's Rank	Char	0	10	See Table B
Member's Initials	Char	0	4	
Member's Last Name	Char	0	28	
Member's Preferred Language	Char	1	1	"E" - English or "F" - French
* Origin Pick Up Location	Char	0	4	See Para 2.b.
Origin Address Line 1	Char	0	50	Only 30 chars maximum will be passed from CRS
Origin City	Char	0	30	
Origin Province/State Code	Char	0	2	Standard Postal Province / State Codes
Origin Country Code	Char	0	2	
Origin Postal Code Zip	Char	0	10	"A9A9A9" or

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
				"9999999999"
Origin Business Phone	Char	0	11	
Origin Business Phone Extension	Char	0	4	
Origin Residence Phone	Char	0	11	
Origin Residence Phone Extension	Char	0	4	
Destination Delivery Location	Char	2	4	See Para 2.c.
* Destination TA Code	Char	3	3	"A99"
Destination Address Line 1	Char	0	50	Only 30 chars maximum will be passed from CRS
Destination City	Char	0	30	
Destination Province / State Code	Char	0	2	Standard Postal Province / State Codes
Destination Country Code	Char	0	2	
Destination Postal Code / Zip	Char	0	10	"A9A9A9" or "9999999999"
Destination Business Phone	Char	0	11	
Destination Business Phone Extension	Char	0	4	
Destination Residence Phone	Char	0	11	
Destination Residence Phone Extension	Char	0	4	
Estimate Inspection Date	Date	0	8	"yyyymmdd"
Maximum Charge	Num	0	8	99999.99
Maximum Weight (lbs)	Num	0	5	99999
Number of Rooms	Num	0	2	99
Services Authorized	Char	0	100	See Para 2.d.
Remarks	Char	0	500	
Member's First Name	Char	0	28	
Origin Address Line 2	Char	0	50	Only 30 chars maximum will be passed from CRS
Origin Cell Phone #1	Char	0	10	
Origin Cell Phone #2	Char	1	10	
Destination Address Line 2	Char	0	50	Only 30 chars maximum will be passed from CRS
Destination Cell Phone #1	Char	0	10	
Destination Cell Phone #2	Char	0	10	
Estimated Date of Arrival of dependents at Destination	Date	0	8	"yyyymmdd"
Time Arrival of dependents am/pm	Char	0	1	Values "a", "p", blank
Date New Residence Available	Date	0	8	"yyyymmdd"
Time Residence Available am/pm	Char	0	1	Values "a", "p", blank
Time Inspection am/pm	Char	0	1	Values "a", "p", blank
Requested Packing Date	Date	0	8	"yyyymmdd"
Destination Contact Name	Char	0	50	
Destination Contact Relationship	Char	0	30	
Destination Contact Home Phone #1	Char	0	10	
Destination Contact Office Phone #1	Char	0	10	
Destination Contact Office Extension	Char	0	4	
Destination Contact Cell Phone #1	Char	0	10	
Destination Contact Cell Phone #2	Char	0	10	
Authorized Services Description	Char	0	100	



Field Name	Field Type	Field Size Min	Field Size Max	Field Format
CRS Contact Name	Char	0	30	
CRS Phone Number	Char	0	10	
CRS Phone Extension	Char	0	4	
CRS Fax Number	Char	0	10	
CRS E-mail Address	Char	0	100	
Origin Country Long Name	Char	0	30	Will be blank for now. Use is for Overseas moves in the future.
Destination Country Long Name	Char	0	30	Will be blank for now. Use is for Overseas moves in the future.
		50	1,642	

**LOC (Local Move) Record Layout**

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"LOC"
Record Format	Num	1	2	1 to 99 Value 6
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Cross Reference Contract	Char	0	13	
Consolidation Number	Char	0	13	
Prime Loading Date	Date	8	8	"yyyymmdd"
Estimate Due Date	Date	0	8	"yyyymmdd"
Rush Move	Num	0	1	1 = 5%, 2 = 10%
Member's Rank	Char	0	10	See Table B
Member's Initials	Char	0	4	
Member's Last Name	Char	0	28	
Member's Preferred Language	Char	1	1	"E"- English or "F"- French
* Origin Pick Up Location	Char	0	4	See Para 2.b.
Origin Address Line 1	Char	0	50	
Origin City	Char	0	30	
Origin Province/State Code	Char	0	2	Standard Postal Province / State Codes
Origin Country Code	Char	0	2	
Origin Postal Code Zip	Char	0	10	"A9A9A9" or "9999999999"
Origin Business Phone	Char	0	11	
Origin Business Phone Extension	Char	0	4	
Origin Residence Phone	Char	0	11	
Origin Residence Phone Extension	Char	0	4	
Destination Delivery Location	Char	2	4	See Para 2.c.
Destination Address Line 1	Char	0	50	
Destination City	Char	0	30	
Destination Province / State Code	Char	0	2	Standard Postal Province / State Codes
Destination Country Code	Char	0	2	Standard 2 Digit Country

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
				Codes will still apply to the Contractors
Destination Postal Code / Zip	Char	0	10	"A9A9A9" or "9999999999"
Destination Business Phone	Char	0	11	
Destination Business Phone Extension	Char	0	4	
Destination Residence Phone	Char	0	11	
Destination Residence Phone Extension	Char	0	4	
Estimate Inspection Date	Date	0	8	"yyyymmdd"
Maximum Charge	Num	0	8	99999.99
Maximum Weight (lbs)	Num	0	5	99999
Number of Rooms	Num	0	2	99
Services Authorized	Char	0	100	See Para 2.d.
Remarks	Char	0	500	
Member's First Name	Char	0	28	
Origin Address Line 2	Char	0	50	
Origin Cell Phone #1	Char	0	10	
Origin Cell Phone #2	Char	1	10	
Destination Address Line 2	Char	0	50	
Destination Cell Phone #1	Char	0	10	
Destination Cell Phone #2	Char	0	10	
Estimated Date of Arrival of dependents at Destination	Date	0	8	"yyyymmdd"
Time Arrival of dependents am/pm	Char	0	1	Values "a", "p", blank
Date New Residence Available	Date	0	8	"yyyymmdd"
Time Residence Available am/pm	Char	0	1	Values "a", "p", blank
Time Inspection am/pm	Char	0	1	Values "a", "p", blank
Requested Packing Date	Date	0	8	"yyyymmdd"
Destination Contact Name	Char	0	50	
Destination Contact Relationship	Char	0	30	
Destination Contact Home Phone #1	Char	0	10	
Destination Contact Office Phone #1	Char	0	10	
Destination Contact Office Extension	Char	0	4	
Destination Contact Cell Phone #1	Char	0	10	
Destination Contact Cell Phone #2	Char	0	10	
Authorized Services Description	Char	0	100	
CRS Contact Name	Char	0	30	
CRS Phone Number	Char	0	10	
CRS Phone Extension	Char	0	4	
CRS Fax Number	Char	0	10	
CRS E-mail Address	Char	0	100	
Origin Country Long Name	Char	0	30	
Destination Country Long Name	Char	0	30	
		47	1,639	

**LTS (Long-term Storage Move) Record Layout**

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Type	Char	3	3	"LHM"
Record Format	Num	1	2	1 to 99 Value 6
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Cross Reference Contract	Char	0	13	See Para 2.a.
Consolidation Number	Char	0	13	
Prime Loading Date	Date	8	8	"yyyymmdd"
Estimate Due Date	Date	0	8	"yyyymmdd"
Rush Move	Num	0	1	1 = 5%, 2 = 10%
Member's Rank	Char	0	10	See Table B
Member's Initials	Char	0	4	
Member's Last Name	Char	0	28	
Member's Preferred Language	Char	1	1	"E"- English or "F"- French
* Origin Pick Up Location	Char	0	4	See Para 2.b.
Origin Address Line 1	Char	0	50	Only 30 chars maximum will be passed from CRS
Origin City	Char	0	30	
Origin Province/State Code	Char	0	2	Standard Postal Province / State Codes
Origin Country Code	Char	0	2	
Origin Postal Code Zip	Char	0	10	"A9A9A9" or "9999999999"
Origin Business Phone	Char	0	11	
Origin Business Phone Extension	Char	0	4	
Origin Residence Phone	Char	0	11	
Origin Residence Phone Extension	Char	0	4	
Destination Delivery Location	Char	2	4	See Para 2.c.
* Destination TA Code	Char	3	3	"A99"
Destination Address Line 1	Char	0	50	Only 30 chars maximum will be passed from CRS
Destination City	Char	0	30	
Destination Province / State Code	Char	0	2	Standard Postal Province / State Codes
Destination Country Code	Char	0	2	
Destination Postal Code / Zip	Char	0	10	"A9A9A9" or "9999999999"
Destination Business Phone	Char	0	11	
Destination Business Phone Extension	Char	0	4	
Destination Residence Phone	Char	0	11	
Destination Residence Phone Extension	Char	0	4	
Estimate Inspection Date	Date	0	8	"yyyymmdd"
Maximum Charge	Num	0	8	99999.99
Maximum Weight (lbs)	Num	0	5	99999
Number of Rooms	Num	0	2	99
Services Authorized	Char	0	100	See Para 2.d.

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Remarks	Char	0	500	
Member's First Name	Char	0	28	
Origin Address Line 2	Char	0	50	Only 30 chars maximum will be passed from CRS
Origin Cell Phone #1	Char	0	10	
Origin Cell Phone #2	Char	1	10	
Destination Address Line 2	Char	0	50	Only 30 chars maximum will be passed from CRS
Destination Cell Phone #1	Char	0	10	
Destination Cell Phone #2	Char	0	10	
Estimated Date of Arrival of dependents at Destination	Date	0	8	"yyyymmdd"
Time Arrival of dependents am/pm	Char	0	1	Values "a", "p", blank
Date New Residence Available	Date	0	8	"yyyymmdd"
Time Residence Available am/pm	Char	0	1	Values "a", "p", blank
Time Inspection am/pm	Char	0	1	Values "a", "p", blank
Requested Packing Date	Date	0	8	"yyyymmdd"
Destination Contact Name	Char	0	50	
Destination Contact Relationship	Char	0	30	
Destination Contact Home Phone #1	Char	0	10	
Destination Contact Office Phone #1	Char	0	10	
Destination Contact Office Extension	Char	0	4	
Destination Contact Cell Phone #1	Char	0	10	
Destination Contact Cell Phone #2	Char	0	10	
Authorized Services Description	Char	0	100	
CRS Contact Name	Char	0	30	
CRS Phone Number	Char	0	10	
CRS Phone Extension	Char	0	4	
CRS Fax Number	Char	0	10	
CRS E-mail Address	Char	0	100	
Origin Country Long Name	Char	0	30	Will be blank for now. Use is for Overseas moves in the future.
Destination Country Long Name	Char	0	30	Will be blank for now. Use is for Overseas moves in the future.
		50	1,642	

### AGT (Agent) Record Layout

This record format contains the information for the origin and destination agents. As soon as the origin agent is known, the contractor can send this AGT record to CRS to process. If the information changes or the destination agent is unknown, then another AGT can be sent to CRS.

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"AGT"
Record Format	Num	1	2	1 to 99 Value 1
Record Revision	Num	1	2	1 to 99

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Origin Agent Company Name	Char	0	40	
Origin Agent City	Char	0	30	
Origin Agent Number	Char	0	20	
Origin Agent Phone Number	Char	0	10	
Origin Agent Phone Extension	Char	0	4	
Destination Agent Company Name	Char	0	40	
Destination Agent City	Char	0	30	
Destination Agent Number	Char	0	20	
Destination Agent Phone Number	Char	0	10	
Destination Agent Phone Extension	Char	0	4	
		<b>47</b>	<b>1,639</b>	

**EST (Estimate) Record Layout**

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"EST"
Record Format	Num	1	2	1 to 99 Value 6 * Previous record format numbers will still be accepted, i.e. 5
Record Revision	Num	1	2	1 to 99 See Note 1
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Prime Loading Date	Date	8	8	"yyyymmdd"
Weight Furniture	Num	0	8	1 to 99999
Weight Units	Char	2	2	"lb" or "kg"
Weight Vehicle	Num	0	5	99999
Weight Units	Char	0	4	"lb" or "kg"
Estimated Cost	Num	0	8	99,999.99 USA moves only
First TTG date (start of TTG window)	Date	8	8	LHM/Transportation service contracts only
Second TTG date (end of TTG window)	Date	8	8	LHM/ Transportation service contracts only
Distance	Num	0	5	99999 (LHM/ Transportation service estimates only)
Distance Units	Char	0	2	"mi" or "km"
Warehouse Code	Char	0	6	"WAA999"
Remarks	Char	0	100	
Origin Agent Company Name	Char	0	40	
Destination Agent Company	Char	0	40	
		<b>63</b>	<b>200</b>	

\*With the introduction of the AGT (agent) record layout, the origin/destination agent company name previously provided on the EST (estimate) record will no longer be required. Once a contractor starts submitting the agent information in the new AGT record, then CRS will not look at these 2 fields on the EST record. Effective Aug 31, 2004, all contractors are now submitting the AGT records.

#### ACK (Acknowledgement) Record Layout

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"ACK"
Record Format	Num	1	2	1 to 99 Value 1
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Record Format Replied To	Char	3	3	"EST"
Record Received OK	Char	1	1	Y - Yes record received OK N - No record NOT received OK
Remarks	Char	0	100	
		<b>40</b>	<b>145</b>	

#### REP (Reply) Record Layout

The REP record is the way in which the contractor acknowledges receipt of an electronic communication. The REP record shall be received by the end of the next Business Day. All communications must be replied to.

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"REP"
Record Format	Num	1	2	1 to 99 Value 6 *Note: previous record formats numbers will still be accepted.
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Record Format Replied To	Char	3	3	"LHM", "LOC"
Record Received OK	Log	1	1	Y - Yes record received OK N - No record NOT received OK
Remarks	Char	0	100	
		<b>39</b>	<b>143</b>	

#### DEL (Deletion) Record Layout

The Deletion record will be used as a common record for the cancellation of a contract.

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"DEL"
Record Format	Num	1	2	1 to 99 Value 5
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	"A9999999999AAA"
Remarks	Char	0	500	
		<b>36</b>	<b>541</b>	

### Services List

PACK	Packing
UNPK	Unpacking
LTS/###	Long Term Storage, where ### represents the number of months
SIT/###	Storage in Transit, where ### represents the number of days
VTRN/#VEH	Vehicle Transportation, where # represents the number of vehicles
TRAN	Transportation
INSR	Insurance
WHS	Warehouse Handling
OTHR	Other Charges

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**Appendix 3 - Electronic Data Interchange (EDI) Formats for FEAMS V2.0****Document Change History**

<b>DOCUMENT VERSION</b>	<b>Version Author</b>	<b>DATE</b>	<b>DESCRIPTION</b>
2.0			



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- 1.2. Scope

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- 4.2. Annex B. Services Applicable by Contract Type

### **Abbreviations and Acronyms**

The following abbreviations and acronyms are used in this document.

3DES	Three stages of Data Encryption Standard
AN	SIRVA Canada
AT	Atlas Van Line
B2B	Business to Business (acronym used for naming G2B servers)
CLA	A message containing a member's claim opening and closing details
CLC	Claims Close Detail
CLO	Claims Open Detail
CRS	Central Removal Services
D2B	Defence-to-Business
DEL	Order deleted Message
DINA	DWAN Internet National Application
DMGIM	Directorate Material Group and Information Management
DWAN	Department of Defence Wide Area Network
EST	Message containing estimate details. This Message is altered slightly - the fields "First TTG date (start of TTG window)" and "Second TTG date (end of TTG window)" will not occur in this Message; they will be contained in the Order detail Message from FEAMS to the Contractor
F&E	Furniture and Effects
FEAMS	Furniture and Effects Automated Management System
G2B	Government to Business (acronym for information exchange process)
HTTPS	Hyper Text Transfer Protocol Secure
IDC	Interdepartmental Committee
LHM	Long Haul Move Contract
LOC	Local Move Contract (door-to-door, Into LTS, Exit LTS)
LTS	Long Term Storage date record
OPI	Office of Primary Interest
REP	Reply record (the way in which the Contractor acknowledges receipt of any electronic communication, and the TA acknowledges the receipts of Estimate messages)
RFC	Request for Change
SIT	Storage in Transit
SOAP	Simple Object Access Protocol
SOE	Storage at Owner's Expense
SSL	Secure Socket Layer
SUR	Survey
TTG	Transit Time Guide
UV	United Van Line
VPN	Virtual Private Network
W/T	Waiting Time
WS-Security	Web Services Security
WSDL	Web Services Description Language
XML	Extensible Markup Language

## **1. INTRODUCTION**

### **1.1 PURPOSE**

The purpose of this document is to provide a brief description of the electronic information exchange between the FEAMS and the Contractor. FEAMS is the register of HGRS move orders including the business register function. The method for the information exchange implemented within FEAMS is via XML messages.

### **1.2 SCOPE**

The scope of this document is limited to a brief overview of the physical networking requirements, and the information and fields to be exchanged, between FEAMS and the Contractor.

## **2 METHOD OF INFORMATION EXCHANGE**

### **2.1 LIST OF PROPOSED USERS**

The external users (outside the DWAN) that require some degree of access to D2B are:

- External Contractor

Although the IDC (Interdepartmental Committee) is comprised of DND, RCMP and PWGSC, currently the scope of FEAMS Version 2 extends only to DND. DND may decide to add Canadian embassies and missions in the future, as external users.

### **2.2 HISTORICAL COMMUNICATION CONFIGURATION**

Previously DND Special Projects Office Staff participated in discussions regarding possible network solutions to enable these external users to interact with FEAMS Version 2. There is an initiative for a Defence-to-Business (D2B) network under which the FEAMS application falls. This solution provides an intermediate server environment (extranet) between the DWAN and the Internet. This configuration was presented and approved and is currently in production.

FEAMS data will not be classified higher than protected A, and currently DND employs HTTPS communication for protected A data so there will be no conflicts in that context.

The three Contractors expressed an interest in communicating with FEAMS via XML. The Contractors will not directly access FEAMS application. For messaging between FEAMS Version 2 and the Contractors, it is mandatory to have a message receipt confirmation as well as timestamp fields for each message. Only one XML schema will be necessary, as all Contractors require the same data to be received.

### **2.3 COMMUNICATION CONFIGURATION**

#### **2.3.1 SECURITY REQUIREMENTS**

##### **2.3.1.1 Encryption**

The issue of security, classification and aggregation of data is recognized. Both militarily and commercially sensitive data must be protected. Data Encryption will transform the data to a form, which is impossible to read without the appropriate knowledge or key. There are different approaches to cryptography, but we are going to use 3DES. 3DES is an encryption algorithm based on DES. It can give an acceptable level of security given the current computing power. DES is an acronym for Data Encryption Standard. 3DES uses three stages of DES so it is much more secure and suffices for most applications currently. In 3DES, we apply 3 stages of DES with a separate key for each stage. So the key length in 3DES is 168 bits.

We have identified the requirement to restrict the data available to and incoming from only those who require it in order to make more effective use of their time and energy in their respective responsibilities. Also the security requirement to not allow the environment to be abused (hacked) and used for means other than which it was intended. To accomplish this, we are going to follow the WS-Security guiding principles. WS-Security is standardizing how security information is added to SOAP messages and as such is designed to work with the general SOAP message structure and message-processing model, and should be applicable to any version of SOAP.

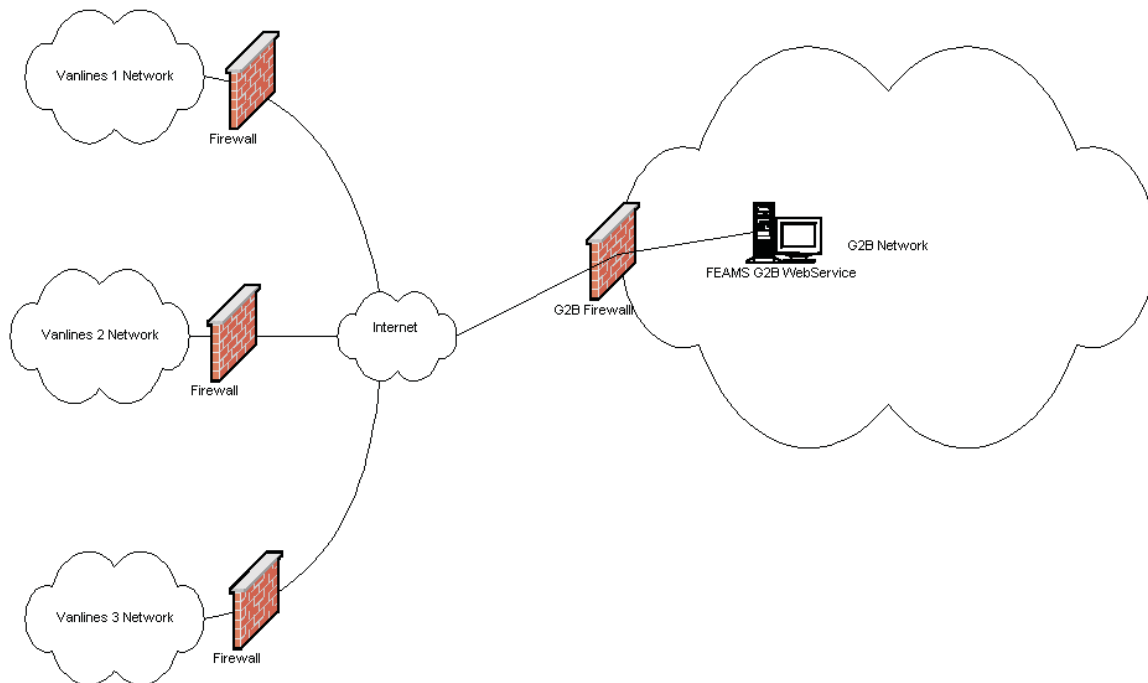
SOAP is a lightweight protocol for exchange of information in a decentralized, distributed environment. It is an XML based protocol that consists of three parts: an envelope that defines a framework for describing what is in a message and how to process it, a set of encoding rules for expressing instances of application-defined data types, and a convention for representing remote procedure calls and responses.

Each user will have a certificate to digitally sign the messages and to authenticate them with the Web servers over SSL. The certificates themselves are not private since they are just a digitally signed way of handing out public keys. However, the private key that corresponds to the public key in the certificate is in the secure key store of the client whose certificate is used. This will allow the projected users to digitally sign their entity with their private key and then FEAMS D2B server would be able to verify their signature with the public key in the certificate.

In the case of sending a SOAP message, each of the parties will create a digital signature of the SOAP body element with their private key, and include the corresponding certificate along with the signature in the headers of the request so that who receive the message can verify that the request came from this specific party and that it was unaltered since they signed it. Including the certificate with the request will validate the signature.

### **2.3.2 COMMUNICATION BETWEEN EXTERNAL CONTRACTOR AND FEAMS:**

The following high-level block diagram (network topology) diagram is provided to assist the understanding of the entities and relationships involved:



The external contractor host web services are called by the FEAMS D2Bnet server to initiate a transaction. Once the external contractor is ready to transfer data to FEAMS, they call web service methods located on the IIS 6 web server running on the FEAMS D2Bnet server. Although the FEAMS D2Bnet server is intended to be accessible from external contractor automated systems via the Internet, those systems accessing are known trusted sites through SSL protocols and have specific system authentication from a secure server on the FEAMS D2B Net Server.

The Web services security is based on SSL encryption, the industry-accepted standard protocol for secured encrypted communications over TCP/IP. In the model, a web service client uses SSL to open a secure socket to a Web service. The client then sends and receives SOAP XML messages over this secured socket-using HTTPS. The SSL implementation ensures privacy by encrypting all the network traffic on the socket. All SSL transactions use 3DES. The D2Bnet platform has an XML add-on firewall.

The FEAMS D2B Interface Service is responsible for sending and retrieving data to and from the D2B network so that it can communicate with the external contractor. The interface service is a Windows Service that will run on a Windows 2003 Server machine. There is a configurable period for which the service sleeps. Upon waking up, the service contacts a server is sitting in the Web Portal DMZ and initiate a transfer of data. During this transfer it receives data that is to be transported to the EXTERNAL CONTRACTORS to the D2B network as well as pull information from the D2B network. No direct access to the FEAMS database tables or application will be allowed at anytime.

A typical connection from the external contractor to the FEAMS web service will consist of the following steps:

1. External contractor server(s) collects required data.
2. XML data object is created with the relevant data.
3. A SOAP extension is added to the XML object. This extension is a simple XML structure that contains the external contractor's authentication information.
4. External contractor server(s) connect to FEAMS D2B net web service and passes the XML object.
5. The IIS passes the SOAP extension to the authorization code developed within FEAMS D2Bnet server, common to each of the web services; it validates the user inside the XML and allows the web services to be contacted if validation is successful.
6. The web service method receives the data pertaining to the move and will process the data validating that the information is valid.
7. If the data is valid then it will be transported to the data store and upon successful storage there the web service will return a success code to the external contractor's server.

The available procedure of using XML and HTTPS as a method invocation mechanism is implied by SOAP. A small number of HTTPS headers that facilitate firewall/proxy filtering are authorized by the SOAP specification. The SOAP specification also mandates an XML vocabulary that is used to represent method parameters, return values, and exceptions. This method of exchanging structured and typed information between the external contractor and FEAMS D2Bnet peers, in a decentralized, distributed environment using XML, using SOAP, presents an uncomplicated mechanism.

### 3 MESSAGES AND INFORMATION FIELDS TO BE EXCHANGED

The communication format will be confirmed and tested upon release of the HGMS contract. The following lists simply denote the required fields that are to be exchanged electronically between FEAMS and the external contractor's systems. Provisions should be made for a record format version, record revision number, record version number, release date, and release time to be part of a record.

Confirmation receipt messages and replies should occur with 24 hours of their initial transmission.

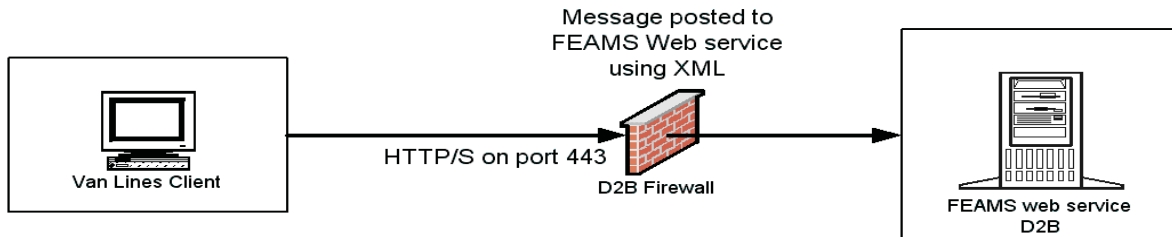
Transmitted dates will have ISO Standard (2004-08-03).

Transmitted times will be UTC.

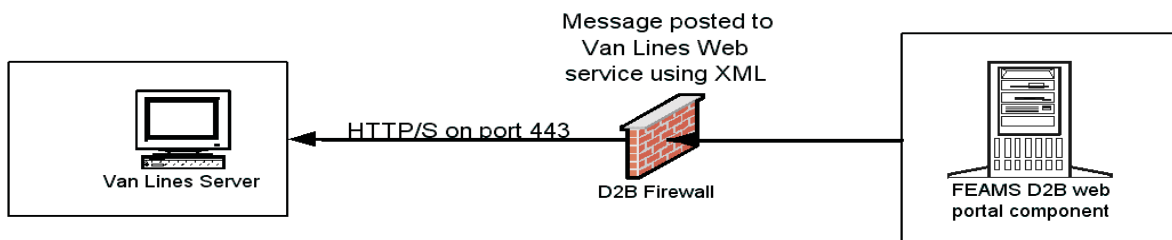
Validation checks are to be performed on inbound records and the external contractor is to be notified.

The message types below are, for the most part, record types that are currently being communicated between the "Central Removal Services" and the Contractors. These messages except for SIT, CLA, WHI, QCI, EST/SUR, and NTF were extracted from the "CRS Automated systems Communications Format". The exceptions are new record type messages.

## Inbound Message



## Outbound Message



Message Name	Description
LHM	Long Haul Move Contract. (DND will send the mileage with this record)
LOC	Local Move Contract (door-to-door, Into LTS, Exit LTS)
LTS	Long Term Storage date record
SIT	Storage in Transit date record
REP	Reply record - the way in which the CONTRACTOR acknowledges receipt of any electronic communication, and the TA acknowledges the receipts of Estimate messages. Note: every record format will have a REP
AGT	Origin/Destination Agent Code
DEL	Order deleted Message
EST	Message containing estimate details and TTG dates
SUR	Survey detail. Must be attached to an EST record. (From Contractors)
CLA	Claims detail (only from VL)
QCI	Quality Control Inspection (only from DND)
WHI	Warehouse Inspection Request (only from VL)
NTF	Contractors and TAs send additional comments on a particular move. Contract number must be referenced
ERR	"ERR" is passed back and forth between the Contractors and FEAMS. This message alerts either receiver of an issue / problem with a previously sent record.

A message name will identify the record type and precede the record details.

A Field description and structure that may be represented in a record is described below for the following fields:

- Contract Number
- Origin Pick Up Location
- Destination Delivery Location
- Services
- Moves with PMV
- Contract Previous Reference
- Contracts Requiring Storage

### 3.1 **CONTRACT NUMBERS**

The **Contract Number** will have the following format:

- (1) The first three characters will be the origin region code,
- (2) The next three characters will be the year identifier,

(3) The next four characters will be a sequential number,

(4) The last three characters define the type of contract/order. The following is the proposed list of contract codes:

- (a) LHM - Long Haul Move
- (b) LOC - Local Move
- (c) LTS - Long Term Storage
- (d) SIT - Storage in Transit at Origin or Destination

An example of the contract number follows:

B06 03D 1024 LHM

			-----	Long Haul Contract
			-----	Sequential number
			-----	Year identifier and department
			-----	TA is region B06

### 3.2 ORIGIN PICK UP LOCATION

The **Origin Pick Up Location** of F&E is the location from where the F&E is to be picked up. The following is a list of possible locations:

HOME F&E is to be picked up from the member's house

XLTS F&E is currently in Long Term Storage

### 3.3 DESTINATION DELIVERY LOCATION

The **Destination Delivery Location** is a code to define where the F&E is destined. The current codes are:

HOME The following address represents the delivery address subject to destination TA's approval.

STRG the shipment is to be delivered into storage

### 3.4 SERVICES LIST

The Services list below will be amended following the release of the contract:

Code	Description
AIRC	Air Charge
APPS	Appliance Servicing
ATTIC	Attic
BTPE	Bridge Toll Charge (PEI ONLY)
CADUS	Canada to US
CART	Cartage
ERCP	Excess Replacement Cost Protection
FRRY	Ferry or Bridge Tollk Charge
HRLY	Hourly Charge
HSTC	Hoisting Charge
OTHR	Other Charge (requires description of item)
PMV SVC F	Personal Motor Vehicle Service Fee
PMV TRPD	Personal Motor Vehicle Third Party



PACK	Packing
RCP	Replacement Cost Protection
REWT	Re-Weigh Service Charge
SHTL	Shuttle Charge
SIV	Storage in Van
SRCH	Surcharge
STRG	Storage (SIT or LTS)
TRAN	Transportation
TRDP	Third Party
UNPK	Unpacking
USCAD	US to Canada
USIZ	US intra and inter zones
VATC	Vehicle Additional Transportation Charge
VBLC	Vehicle Blocking Charge
VINC	Vehicle Insurance Charge
VSTG	Vehicle Storage Charge
VTRN	Vehicle Transportation
WAIT	Waiting Time
WHSN	Warehouse Handling

The required **Services** field would contain the authorized services codes. This is a suggested list of services and may be altered by the DMCSS 5.

Note: Services available by contract type are provided at Annex B.

**Moves with PMV-** The PMV OPTION shall be communicated on the EST record.

**Contract Previous Reference** is the contract number for the contract that precedes this contract in the sequence of contracts that makes up a move. If the move is originating from the shipper's home, this will be blank.

**Contracts Requiring Storage**, where the requirement is known at the time of booking, must show the Warehouse Code in the EST record. In the case where the storage requirement is determined at a later date, (that is, SIT at destination the TA will be notified of the location) the Storage Control Number is supplied.

### 3.5 MESSAGE DETAILS AND MESSAGE FLOW

#### 3.5.1 LHM MESSAGE: FEAMS -»to CONTRACTOR

**General:** The LHM record contains the Long Haul move contract data. These records contain the contract number, member's basic data, dates, the origin/destination addresses and the services required.

**Fields:** All mandatory fields are identified by an asterisk (\*). Any missing mandatory fields in the transmission will activate an error message which will conclude that the record was never received.

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record

Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	"B0603D0021LHM"
Contract Previous Reference	V 13	
Consolidation Number	N 5	Sequential number will continue from year to year
Date Service Required*	D 11	
Estimate Due Date	D 11	
Rush Move	V 1	
Hypothetical City	V 50	To calculate DND invoice
Hypothetical Province / State Code	V 2	
Hypothetical Country	V 2	
Member's Rank	V 10	
Member's First Name	V 30	
Member's Initials	V 5	
Member's Last Name*	V 50	
Member's Preferred Language	V 1	
Member's E-mail Address	V 50	
Member's Origin Cell Phone	V 20	
Origin Pick Up Location	V 4	
Origin Address 1*	V 30	If XLTS provide the warehouse code in comments.
Origin Address 2*	V 30	
Origin City*	V 50	
Origin Province / State Code*	V 2	
Origin Country*	V 2	
Origin Postal Code / Zip	V 20	
Origin Business Phone	V 20	
Origin Residence Phone*	V 20	
Destination Delivery Location	V 4	HOME, STRG
Destination Address 1	V 30	
Destination Address 2	V 30	
Destination City	V 50	
Destination Province / State	V 2	
Destination Country	V 2	
Destination Postal Code / Zip	V 20	
Destination Business Phone	V 20	Includes space for extension
Destination Residence Phone	V 20	
Destination TA Code	V 3	
Date Member Available for Inspection	D 11	
Maximum Weight	N 6	
Distance	N 6	LHM contracts only
Services Authorized*	V 500	
Comments	V 1000	Standard msg for Hypothetical "Mileage for Hypothetical calculation is:" when applicable
PMV MAKE	V 30	

PMV MAKE2	V 30	
PMV LICENCE NO	V 15	
PMV LICENCE NO2	V 15	
PMV SHIPMENT ONLY	V 1	Y or N

Note: Field Format should include the Field Type and Field Size Max

### 3.5.2 **LOC Message: FEAMS to Contractor**

General: The LOC record contains the Local move contract data. Local move can be door-to-door, into SIT, Into LTS and Exit LTS. These records contain the contract number, member's basic data, dates, the origin/destination addresses and the services required.

Fields:

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	"B0603D0021LOC"
Contract Previous Reference	V 13	
Date Service Required*	D 11	
Estimate Due Date	D 11	
Rush Move	V 1	
Member's Rank	V 15	
Member's First Name	V 30	
Member's Initials	V 5	
Member's Last Name*	V 50	
Member's Preferred Language	V 1	
Member's E-mail Address	V 50	
Member's Origin Cell Phone	V 20	
Origin Pick Up Location	V 4	
Origin Address 1*	V 30	If from Storage, include the warehouse in comments
Origin Address 2*	V 30	
Origin City*	V 50	
Origin Province / State Code*	V 2	
Origin Country*	V 2	
Origin Postal Code / Zip	V 20	
Origin Business Phone	V 20	Includes space for extension
Origin Residence Phone*	V 20	
Destination Delivery Location	V 4	STRG, HOME
Destination Address 1	V 30	
Destination Address 2	V 30	
Destination City	V 50	
Destination Province / State	V 2	
Destination Country	V 2	

Destination Postal Code / Zip	V 20	
Destination Business Phone	V 20	Includes space for extension
Destination Residence Phone	V 20	
Estimate Inspection Date	D 11	
Maximum Weight	N 6	
Services Authorized*	V 500	
Comments	V 1000	

### 3.5.3 LTS Message: FEAMS to Contractor

General: The LTS record contains the Long Term Storage contract data. These records contain the contract number, member's basic data, dates, the origin/destination addresses and the services required.

Fields:

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	"B0603D0021LTS"
Contract Previous Reference	V 13	"B0603D0021LOC"
Date Service Required*	D 11	
Warehouse Code	V 6	
Member's Mailing Address 1	V 30	Info CONTRACTOR requires LTS moves
Member's Mailing Address 2	V 30	
Member's Mailing City	V 50	
Member's Mailing Province / State	V 2	
Member's Mailing Country	V 2	
Member's Mailing Postal Code / Zip	V 20	
Member's Destination Phone Number	V 20	
Maximum Weight	N 6	
Services Authorized*	V 500	
Comments	V 1000	
Storage End Date	D 11	For invoicing purpose

### 3.5.4 SIT MESSAGE: FEAMS to Contractor

General: The SIT record contains the Storage in Transit contract data. These records contain the contract number, member's basic data, dates, and the services required.

Fields:

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting

		at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	"B0603D0021SIT"
Contract Previous Reference	V 13	"B0603D0021LOC" or "B0603D0021LHM"
Storage Control Number*	V 20	
Warehouse Code	V 6	
Storage Start Date*	D 11	
Storage End Date	D 11	
Member's Rank	V 10	
Member's First Name	V 30	
Member's Initials	V 5	
Member's Last Name	V 50	
TA Code	V 3	
Destination Address 1	V 30	
Destination Address 2	V 30	
Destination City	V 50	
Destination Province / State	V 2	
Destination Country	V 2	
Destination Postal Code / Zip	V 20	
Maximum Weight	N 5	
Services Authorized*	V 500	
Comments	V 1000	If end SIT date transmitted with no delivery address, comment will inform Contractor that the shipment is converted to SOE and all charges from the SIT end date will be the member's responsibility

Note: Field Format should include the Field Type and Field Size Max

### 3.5.5 REP Message: Contractor to FEAMS

General: The REP record is the way in which the Contractor and FEAMS acknowledge receipt and processing of generated requests related to the requested services. Also, the TA acknowledges the receipt of the type of record sent. These records contain the contract number and comments, the record time stamp details and version. A REP record is required for all record formats except if an ERR record is sent.

Fields:

Field Name	Format	Description
Contractor*	V 2	The pre-defined code of the Originating Contractor of the message
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	The contract number the reply is referring to
Replied Record Revision Number*	N 2	Revision Number of message replied to
Record Format Replied To*	V 3	"LHM", "LOC", "SIT", "EST", etc

Note: Field Format should include the Field Type and Field Size Max

### 3.5.6 **ERR Message: Contractor to FEAMS & FEAMS to Contractor**

General: This is sent in response to a Rejected Record. The reason that the message has been rejected is contained within the message. This rejection will however be based on known business rules, for example FEAMS will validate:

**AGT** for agent code and warehouse code;

**WHI** for warehouse code; and

**EST** for both TTG and estimate weight and time submitted.

It is up to the sender of the message to handle the error message in an appropriate manner. Error code table to be published.

Fields:

Field Name	Format	Description
Contractor*	V 2	The pre-defined code of the Originating Contractor of the message
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	
Error Fields	V 100	A delimited string of the fields that caused errors
Error String	V 100	A string containing the errors that were found when validating the originating message. This may or may not contain a 1 to 1 mapping of fields to errors
Comments	V 1000	

Note: Field Format should include the Field Type and Field Size Max

### 3.5.7 **DEL Message: FEAMS to Contractor**

General: The DEL record contains the Order Deleted contract data. These records contain the contract number, member's basic data, dates, the origin/destination addresses and the services required.

Fields:

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	"B0603D0021LHM"
Comments	V 1000	

### 3.5.8 AGT RECORD MESSAGE CONTRACTORS to FEAMS

General: This record format would contain the information for origin and destination agents. As soon as the origin agent is known, the contractor shall send this AGT record to FEAMS. If the information changes or when destination agent is known, then another AGT message will be sent to FEAMS. The AGT record with OA details must be transmitted within 24 hours of receipt of a move order.

Fields:

Field Name	Format	Description
Contractor*	V 2	The pre-defined code of the Originating Contractor of the message
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	
Origin Agent Code*	V 10	
Destination Agent Code	V 10	
Warehouse Code	V 6	Mandatory when the LOC contracts have destination delivery location of STRG
Comments	V 1000	

### 3.5.9 EST Message: Contractor to FEAMS

General: The EST record is the way in which the CONTRACTOR communicates to the TA, the Estimate weight, and the Warehouse Code (for the Long Term storage requirement). FEAMS will use the weight and the rate tables in the HGRS contract to generate costs. The Estimate can be changed up until 09:00 local on the day of loading. All LHM and LOC including LOC into LTS contracts require an Estimate. If there is an actual Weight available i.e., coming out of LTS, then the actual weight is to be used as the calculated weight.

Fields:

Field Name	Format	Description
Contractor*	V 2	The pre-defined code of the Originating Contractor of the message
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	
Weight Furniture	N 5	Validated in the application and is optional on PMV only
F&E TTG Min	D 11	Validated in the application optional on PMV Only
F&E TTG Max	D 11	Validated in the application optional on PMV Only
TTG PMV MAX	D 11	

TTG PMV MAX2	D 11	
PMV OPTION	V 1	Option A, B, C or D
PMV OPTION2	V 1	Option A, B, C or D

Note: Field Format should include the Field Type and Field Size Max

### 3.5.10 **Sur Message: Contractor to FEAMS**

General: An inventory record based on the survey sent from the Contractors to the Government detailing the standard weights of all the items on the move. Records will be sent, on a move-by-move basis and must be sent with an EST record except for PMV Only shipment. This record will be a member of the EST record.

Fields:

Field Name	Format	Description
Room Code*	V 2	Maintain a Code table in FEAMS and validate against
Item Code*	V 4	Maintain a Code table in FEAMS and validate against
Item Description	V 30	Required for items 9997, 9998, and 9999
Item Quantity*	N 3	
Item Weight	N 4	Required for items 9999, 9998 and 9997
Comments	V 1000	

### 3.5.11 **CLA Message: Contractors to FEAMS**

General: The Contractor on a move-by-move basis will send a claim record as a claim is opened, updated or closed.

Fields:

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	Is the number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number	V 13	
Open Date*	D 11	Date claim was received by Contractors, or stamped by
Settled Date	D 11	Member signed dated the final release. Can be the same as close date
Member's Rank	V 10	
Member's Initial	V 5	
Member's Last Name	V 50	



Destination Home Phone	V 20	
Destination Office Phone	V 20	
CONTRACTOR Registration*	V 38	Contractor's reference number
Loss Amount	N 8,2	
Damage Amount	N 8,2	
Loss Adjustment Amount	N 8,2	
Damage Adjustment Amount	N 8,2	
Disaster	V 1	Y/N
Intermodal	V 1	Was the shipment transported using Intermodal containers? Y/N

Note: Field Format should include the Field Type and Field Size Max

### 3.5.12 QCI Message: FEAMS to Contractor

General: The QCI record contains the Quality Control Inspection Report for all quality control inspections. These records contain the contract number and, if applicable, service shortfall(s) reported on a move.

Fields:

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	"B0603D0021LHM"
QCI Number*	D 38	FEAMS generated number
Inspection Date	D 11	
QCI TA Originator	V 3	Issuer of QCI report
Service Shortfall Code(s)	V 80	
Service Shortfall Amount	N 8,2	
Liquidated Damage Code(s)	V 80	
Liquidated Damage Amount	N 8,2	
Adverse Report	V 1	Y/N
QCI Inspector's Name	V 80	
F&E Supervisor Name	N 45	

Comments	V 1000	Standard msg « You have 45 business days to appeal » and if applicable; « You are requested to forward a cheque made payable to Receiver General for \$ (sum of SF+LD) to « NDHQ address »
----------	--------	--

Note: Field Format should include the Field Type and Field Size Max

### 3.5.13 WHI Message: Contractor to FEAMS

General: The WHI record contains the Warehouse Inspection request from the Contractor. These records contain the Warehouse Code, requested warehouse Inspection date.

Fields: To initiate warehouse inspection on already approved warehouses.

Field Name	Format	Description
Contractor*	V 2	The destination of the message to a pre-defined Contractor code
Record Format Version	N 2	Version number of the record format starting at 1 when testing in July 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Responsible TA*	V 3	Within the TA's geographical zone of responsibility
Requested Warehouse Inspection Date	D 11	
Warehouse Code	V 6	
Warehouse Name	V 100	-- First line of the address
Warehouse Address 1	V 30	
Warehouse Address 2	V 30	
Warehouse City	V 50	
Warehouse Province / State Code	V 2	
Warehouse Country	V 2	
Warehouse Postal Code / Zip	V 20	
VL Contact Number	V 20	To arrange inspection detail - Carrier Phone Number
Warehouse Status	V 1	Active/Inactive (existing/terminating warehouse)
Comments	V 1000	

Note: Field Format should include the Field Type and Field Size Max

### 3.5.14 **NTF Message: Contractor to FEAMS or FEAMS to Contractor**

General: The NTF record contains remarks directed to a specific member's contract. These records contain the contract number and Note to File (comments). The NTF record is used to record diary notes that do not require action, but that should be placed on a move file.

**\*\*This MUST NOT be used in any way to replace existing type of message record.**

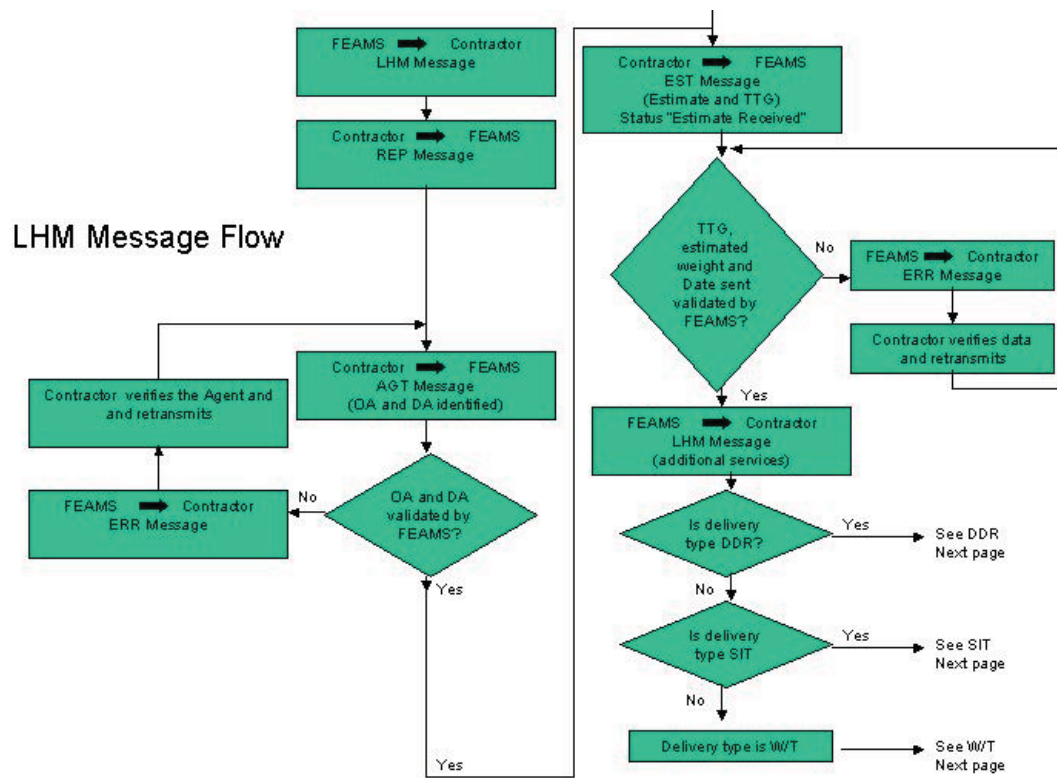
Fields:

<b>Field Name</b>	<b>Format</b>	<b>Description</b>
Contractor*	V 2	The pre-defined code of the Originating Contractor of the message
Record Format Version	N 2	Version number of the record format starting at 1 when testing in September 2004
Record Revision Number	N 2	The number updates to the main record
Release Date/Time	N 16	The date/time the record was placed in the interface table
Contract Number*	V 13	"B0603D0021LHM"
Intended Recipient(s)	V 3	OTA, DTA. Code A04, B06
Comments	V 1000	

## 4 **Annexes**

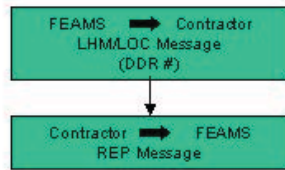
### 4.1 **Annex A. Diagrams for Message Flows between FEAMS and Contractor**

#### 4.1.1 **LHM Message Flow**



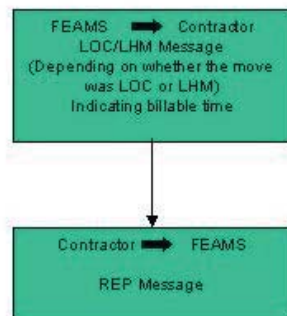
#### 4.1.2 DDR Message Flow

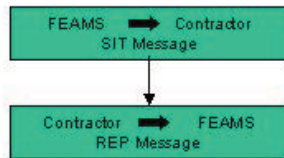
### DDR Message Flow



#### 4.1.3 W/T Message Flow

### W/T Message Flow

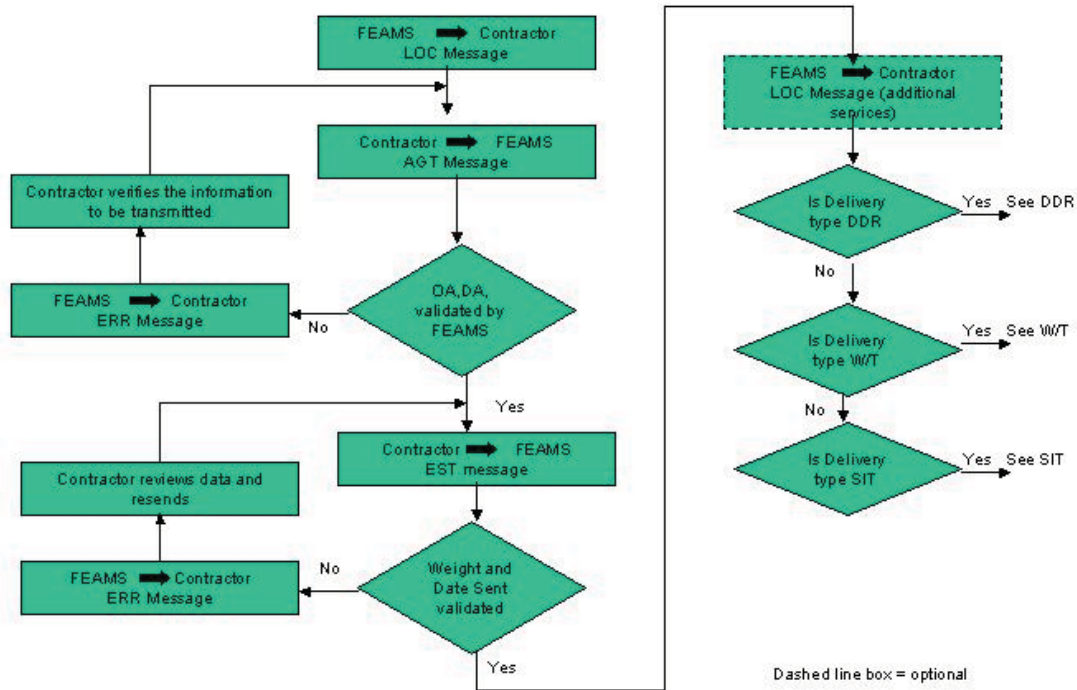


**4.1.4 SIT Message Flow****SIT Message Flow**

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**4.1.5 LOC Message Flow**

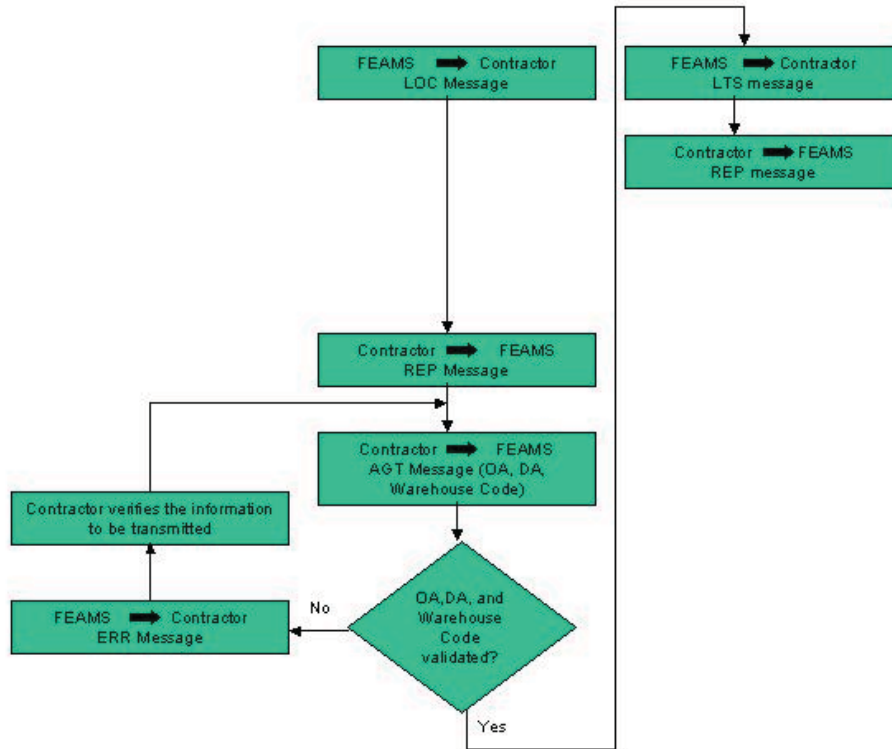
## LOC Move Message Flow





**4.1.6 LOC to LTS Message Flow**

LOC Move into LTS Message Flow



#### 4.2 Annex B. Services Applicable by Contract Types

Applicable to Contract Type	Code	Description
LHM	AIRC	Air Charge
LHM, LOC	APPS	Appliance Servicing
LHM, LOC	BTPE	Bridge Toll Charge (PEI ONLY)
LOC, SIT	CART	Cartage
LHM, LOC	FRRY	Ferry or Bridge Toll Charge
LHM, LOC, SIT	HRLY	Hourly Charge
LHM, LOC, SIT	HSTC	Hoisting Charge
LHM, LOC, LTS	INSR	Insurance
LHM, LOC, LTS, SIT	OTHR	Other Charge (requires description of item)
LHM, LOC	PACK	Packing
LHM, LOC, SIT	REWT	Re-Weigh Service Charge
LHM, LOC, SIT	SHTL	Shuttle Charge
LHM	SRCH	Surcharge
LHM, SIT	STRG	Storage
LHM	TRAN	Transportation
LHM, LOC, SIT	TRDP	Third Party
LHM, LOC, SIT	UNPK	Unpacking
LHM	VATC	Vehicle Additional Transportation Charge
LHM	VBLC	Vehicle Booking Charge
LHM	VINC	Vehicle Insurance Charge
LHM, SIT	VSTG	Vehicle Storage Charge
LHM	VTRN	Vehicle Transportation
LHM, LOC, SIT	WAIT	Waiting Time
LTS, LOC, SIT	WHSB	Warehouse Handling

#### Appendix 4 - Register Example

1. A Distribution System will be used to select a Contractor to be assigned a new move. The system tracks all contracts assigned to each Contractor and maintain a running total of the estimated cost of each contract (Value of Business Distributed). In combination with the National Ideal Business Distribution the Value of Business Distributed is used to determine the Contractor who is furthest under the ideal amount of business that they should have received in relation to the other Contractors. The Current Business Distribution is the current percentage of all business distributed that a Contractor has received in relation to the other Contractors within that Transportation Agent's office (Contractor's Value of Business \$ / Total business \$). The difference between the Current Business Distribution and Ideal Distribution represents how far the Contractor is over or under the Ideal Distribution. If the difference is positive then the Contractor has received more business than it should have and a negative indicates that a Contractor has received less business than it should have. The Contractor with the largest negative difference will be the Contractor who will receive the next unassigned move.

#### Register

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Minus Ideal
Contractor One	35.00%	\$26,197.50	34.93%	-0.07%
Contractor Two	25.00%	\$18,750.00	25.00%	+0.00%
Contractor Three	20.00%	\$16,012.50	21.35%	+1.35%
Contractor Four	20.00%	\$14,040.00	18.72%	-1.28%

2. A register containing the Contractors National Ideal Business Distribution Percentage and the dollar amount spent on all contracts will be maintained.. The dollar amount assigned will be made up of the most accurate dollar amount available for each contract and will fall into one of two categories:
  - a) **Pre-Estimate:** The Pre-Estimate will be used when a more accurate estimate is not available and is generally made up of an historical average for that contract type (eg. LHM have a pre-estimate set to \$5000.00 and for Local Moves it's \$2000.00). The Pre-Estimate will be adjusted to the Estimate as per 2.5.m of Annex A .
  - b) **Estimate Cost:** The estimate will be calculated based on the estimated weight provided by the Contractor.
3. The following LHM example illustrates the progression from a Pre-Estimate to Estimated Cost. The time frame from Pre-Estimate to Estimate may take several days. In that time there will be other entries and contracts awarded which will impact the Register.

#### Register

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Minus Ideal
Contractor One	35.00%	\$26,197.50	34.93%	-0.07%
Contractor Two	25.00%	\$18,750.00	25.00%	+0.00%
Contractor Three	20.00%	\$16,012.50	21.35%	+1.35%
Contractor Four	20.00%	\$14,040.00	18.72%	-1.28%

4. Assign a new Move to Contractor Four as Contractor Four has the largest negative difference between the ideal business and current business percentages. In this example a

LHM is being assigned so \$5000.00 (Pre-estimate Value for LHM) is added to the Register (Value of Business Distributed column) to move Contractor Four from being the next contractor selected on the list.

### Register

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Minus Ideal
Contractor One	35.00%	\$26,197.50	32.75%	-2.25%
Contractor Two	25.00%	\$18,750.00	23.43%	-1.57%
Contractor Three	20.00%	\$16,012.50	20.02%	+0.02%
Contractor Four	20.00%	\$19,040.00	23.80%	+3.80%

- If a new move requires assignment, based on this scenario of Business Distribution, Contractor One will receive the next move.
- The estimated weight is received. Assume the estimated weight is 5000 lbs. The Government system calculates the estimated cost, which includes packing, transportation, and RCP premiums. It does not include GST/HST or any storage related charges. For this example assume that the calculated Estimated Cost of this LHM is \$2,500.00. The Value of Business Distributed for Contractor Four has to be adjusted from the 5,000.00 of the Pre-Estimate to the \$2,500.00 of the Estimate. This will change the Contractor's Current Business Distribution, the difference between Current and Ideal Business Distribution, and may also change the selection order of the Contractors.

### Register

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Minus Ideal	Extra	Declined
Contractor One	35.00%	\$31,197.50	37.82%	+2.82%		5000
Contractor Two	25.00%	\$18,750.00	22.73%	-2.27%	5000	
Contractor Three	20.00%	\$16,012.50	19.41%	-0.59%		
Contractor Four	20.00%	\$16,540.00	20.05%	+0.05%		

Contractor One is awarded the next move but decides not to take it. The pre-estimate amount remains on Contractor One's Value of Business Distribution and Contractor Two would be given the move. Should Contractor Two decide not to take it the next contractor who is furthest away from their business allocation would be offered the move. The only contractor who is affected for the routine daily allocation of moves is the contractor who is **initially** offered the move. When the offer is subsequently made to the other contractors they are not penalized for declining that move. The allocation of the extra moves will be on the same basis as the allocation of regular move orders.

### Register

Contractor	National Ideal	Value of Business	Current Business	Current Minus	Extra	Declined
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	Business Distribution	Distributed	Distribution	Ideal		
Contractor One	35.00%	\$32,897.50	39.07%	+4.07%		6700
Contractor Two	25.00%	\$18,750.00	22.27%	-2.73%	6700	
Contractor Three	20.00%	\$16,012.50	19.02%	-0.98%		
Contractor Four	20.00%	\$16,540.00	19.64%	-0.36%		

In the example above a LHM was allocated to Contractor Two which Contractor One previously declined. The \$5,000.00 pre-estimate amount was replaced by the estimate of \$6,700.00 for this move. In this scenario Contractor One's Value of Business Distributed and the percentages will be updated to reflect the estimate amount and the extra amount is recorded under Contractor Two and Declined amount is recorded under Contractor One.

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## **Annex G - Aboriginal Involvement and Comprehensive Land Claims Agreements**

### **Section 1 - Aboriginal Benefits**

#### **7.1.0. Background**

Although there are more than 18,000 Aboriginal owned businesses in Canada, the Aboriginal business sector has not participated in the area of federal government procurements to its fullest potential.

The Procurement Strategy for Aboriginal Business was implemented by Canada on April 01, 1996. The Strategy contains measures to increase the number of Aboriginal firms competing for and winning federal contracts for goods, services and construction. It is the policy of the federal government that, subject to operational efficiency and good purchasing practices, its procurement activities support long-term Aboriginal economic development.

One of the main components of the Strategy refers to Aboriginal Business Subcontracting plans: "In the qualification and awarding of prime contracts, all departments and agencies are mandated and encouraged to request Aboriginal business subcontracting plans".

#### **7.1.1. Objective**

The Contractor, whenever possible, is encouraged to utilize the services of qualified Aboriginal movers and storage businesses (to include Aboriginal trucking firms capable of providing moving and storage services).

Aboriginal businesses are defined by the following conditions:

- a. At least 51% of the ownership and control is held by an Aboriginal person or Aboriginal persons, and;
- b. If the Aboriginal business has six or more full-time employees, thirty-three percent of the employees must be Aboriginal.

"Aboriginal" means Indian, Inuit, Innu and Metis.

#### **7.1.2. Report on Aboriginal Involvement**

At a minimum, the Contractor must report on the following every six (6) months:

- a. For Aboriginal Firms:
  - i. the name of the firm;
  - ii. the number of instances the firm has been involved in the move process, and
  - iii. the dollar value of the business handled by the firm under this contract.
- b. For Aboriginal Individuals:
  - i. the number of individuals involved or person years their involvement corresponds to; and
  - ii. the dollar value of their remuneration (i.e. salaries/wages and benefits).

### **Section 2 - Comprehensive Land Claims**

#### **7.2.0. Comprehensive Land Claim Agreements**

Comprehensive Land Claims Agreements (CLCAs) are modern treaties that are based on the concept of continued Aboriginal rights and title to lands that have been traditionally used and occupied, by an Aboriginal group, which have not been dealt with by treaty or other legal means. The comprehensive land claims settlement process is intended to result in agreement on the special rights Aboriginal peoples will have in the future with respect to lands and resources.

Government procurement is one of the instruments by which Aboriginal Groups may further their participation in the economy. In addition to increased participation in business opportunities, CLCAs provide for a number of other means by which Aboriginal Groups may achieve their goals. These include employment of beneficiaries at representative levels in the workforce; provision for their training and education and, in some instances, the provision for marketing of aboriginal goods and services.

Origin and/or destination points located in areas where Ratified Agreements exist are subject to Comprehensive Land Claims Agreements.

At present, there are thirteen CLCAs that have been ratified by Parliament and are in effect.

CLCAs have been granted quasi-constitutional status by virtue of section 35 of the Constitution Act 1982.

#### **7.2.1. Ratified Comprehensive Land Claim Agreements**

At present, there are 23 CLCAs (including 11, which fall under the Umbrella Final Agreement – Council for Yukon Indians) that have been given Royal Assent and are in effect. Most areas of Canada, north of the 60<sup>th</sup> parallel are covered by a CLCA, i.e. Yukon, the Northwest Territories, and Nunavut. The only areas south of the 60<sup>th</sup> parallel that are covered by CLCAs are the northern part of Quebec, the northern part of Labrador, and parts of British Columbia. There are currently no CLCAs for areas within Alberta, Saskatchewan, Manitoba, Ontario, New Brunswick, Nova Scotia or Prince Edward Island

- a. James Bay and Northern Quebec Agreement (JBNQA) (1975), amended to include the Northeastern Quebec Agreement (1978): from the shores of James Bay and Hudson Bay to Labrador, covering approximately 50 percent of Quebec's land mass, mainly the northern portion of the province.
- b. The Inuvialuit Final Agreement (1984): the islands and part of mainland along the Beaufort Sea (northwest portion of the Northwest Territories, including western portion of Victoria Island, all of Banks Island, Prince Patrick Island in the northern portion, and the western portion of Melville Island).
- c. Gwich'in Comprehensive Land Claim Agreement (1992): parts of northeastern Yukon and northwest portion of the Northwest Territories. Includes (but is not limited to) Aklavik, Fort McPherson, Inuvik and Tsiigehtchic. The Inuvialuit Final Agreement also covers Inuvik and Aklavik. A Yukon Transboundary Agreement, for the Tetlit Gwich'in claimant group, exists as Appendix "C" under this final agreement. Notification of procurement opportunities for both the Gwich'in CLCA and the Yukon Transboundary Agreement must be sent to the Gwich'in Tribal Council.
- d. Nunavut Land Claims Agreement (1993): Northern Canada - includes districts of Franklin (central Nunavut), Keewatin (south-central Nunavut, northwest coast of Hudson's Bay area), Baffin Island (southeast portion of Nunavut) and Ellesmere Island (northern portion of Nunavut). Includes (but is not limited to) Arctic Bay, Arviat,

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Baker Lake, Bathurst Inlet, Cambridge Bay, Cape Dorest, Chesterfield Inlet, Clyde River, Eureka, Gjoa Haven, Grise Fiord, Hall Beach, Igloolik, Iqaluit, Kimmirut, Kugluktuk, Nanisivik, Pangnirtung, Pelly Bay, Pond Inlet, Povungnituk, Qikiqtarjuaq, Rankin Inlet, Repulse Bay, Resolute, Sanikiluaq, Taloyoak, Umingmaktok and Whale Cove.

- e. Umbrella Final Agreement – Council for Yukon Indians (1993): The western portion of the Yukon Territory. The territory extends from the northern border of British Columbia to the southern border of the Inuvialuit land claims area, and includes eleven separate Comprehensive Land Claims Settlement Areas (CLCSAs).
  - i. First Nation of Nacho Nyak Dun Final Agreement (1995): Part of Yukon Territory covering Mayo and Stewart Crossing.
  - ii. Champagne and Aishihik First Nations Final Agreement (1995): Part of Yukon Territory covering Haines Junction, Canyon Creek and Champagne.
  - iii. Teslin Tlingit Council Final Agreement (1995): Part of Yukon Territory covering Teslin.
  - iv. Vuntut Gwich'in First Nation Final Agreement (1995): Part of Yukon Territory covering Old Crow.
  - v. Selkirk First Nation Final Agreement (1997): Part of Yukon Territory covering Pelly crossing.
  - vi. Little Salmon/Carmacks First Nation Final Agreement (1997): Part of Yukon Territory covering Carmacks.
  - vii. Tr'ondëk Hwëch'in Final Agreement (1998): Part of Yukon Territory covering Dawson City.
  - viii. Ta'an Kwach'an Council Final Agreement (2002) - see Chapter 22 of the CLCA: Part of Yukon Territory covering Lake Laberge.
  - ix. Kluane First Nation Final Agreement (2004) - see Chapter 22 of the CLCA: Part of Yukon Territory covering Burwash Landing.
  - x. Kwanlin Dun First Nation Final Agreement (2005) - see Chapter 22 of the CLCA: Part of Yukon Territory covering Whitehorse.
  - xi. Carcross/Tagish First Nation Final Agreement (2005) - see Chapter 22 of the CLCA: Part of Yukon Territory covering Carcross and Tagish.
- f. Sahtu Dene and Metis Comprehensive Land Claim Agreement (1994): Northwestern part of the District of Mackenzie, including the communities of Colville Lake, Deline, Norman Wells, Fort Good Hope, and Tulit'a.
- g. Tlicho Land Claims Agreement (2005) - Appendix B of TB CPN 2006-4: Part of the Northwest Territories and part of Western Nunavut. Includes, but is not limited to, Yellowknife, Rae-Edzo, Rae Lakes, Wha Ti and Wekweti.
- h. Nunavik Inuit Land Claims Agreement (2008) - see Chapter 13 of the CLCA: Part of the Nunavut Territory that is in the offshore area adjacent to, but not in, the James Bay and Northern Quebec settlement area.

To determine if a specific community is located within a CLCSA or to obtain copies of the ratified comprehensive land claim agreements contact Aboriginal Affairs and Northern



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Development Canada Public Enquiries Contact Center at 1-800-567-9604 or by e-mail at [infopubs@aadnc-aandc.gc.ca](mailto:infopubs@aadnc-aandc.gc.ca).

### **Section 3 - List of Contacts for Comprehensive Land Claims Agreements**

James Bay and Northern Quebec Agreement  
Makivik Corporation  
1111 Dr. Frederik-Philips Blvd., 3rd Floor  
St-Laurent, QC H4M 2X6  
Telephone: 514-745-8880  
Facsimile: 514-745-3700

Makivik Corporation  
P.O. Box 179  
Kuujuaq, QC J0M 1C0  
Telephone: 819-964-2935  
Facsimile: 819-964-2613

Crees of Oujé-Bougoumou  
203 Opemiska Meskino, Box 1166  
Oujé-Bougoumou, QC G0W 3C0  
Telephone: 418-745-3931  
Facsimile: 418-745-3844

Grand Council of the Crees (of Québec)  
81 Metcalfe Street, suite 900  
Ottawa, ON K1P 6K7  
Telephone: 613-761-1655  
Facsimile: 613-761-1388

Naskapi Development Corporation  
120-1000 St-Jean-Baptiste Avenue  
P.O. Box 5023  
Kawawachikamach, QC G2E 5G5  
Telephone: 418-871-5100  
Facsimile: 418-871-5254

Naskapi Nation of Kawawachikamach  
P.O. Box 5111  
Kawawachikamach, QC G0G 2Z0  
Telephone: 418-585-2686  
Facsimile: 418-585-3130

Inuvialuit Final Agreement  
Inuvialuit Development Corporation  
P.O. Bag # 7  
Inuvik, NT X0E 0T0  
Telephone: 867-777-2419  
Facsimile: 867-777-3256

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Inuvialuit Regional Corporation  
P.O. Box 2120  
Inuvik, NT X0E 0T0  
Telephone: 867-777-2737  
Facsimile: 867-777-2135

Gwich'in Comprehensive Land Claim Agreement  
Gwich'in Tribal Council  
P.O. Box 1509  
Inuvik, NT X0E 0T0  
Telephone: 867-777-7900  
Facsimile: 867-777-7919

Nunavut Land Claims Agreement  
Nunavut Tunngavik Incorporated  
Economic and Business Development Department  
P.O. Box 638  
Iqaluit, NU X0A 0H0  
Telephone: 1-888-646-0006  
Facsimile: 867-975-4949

Qikiqtani Inuit Association  
P.O. Box 1340  
Iqaluit, NU X0A 0H0  
Telephone: 867-975-8400 or 1-800-667-2742  
Facsimile: 867-979-3238

Qikiqtaaluk Corporation  
P.O. Box 1228  
Iqaluit, NU X0A 0H0  
Telephone: 867-979-8400  
Facsimile: 867-979-8433

Kakivak Association  
P.O. Box 1419  
Iqaluit, NU X0A 0H0  
Telephone: 867-979-0911 or 1-800-561-0911  
Facsimile: 867-979-3707

Kivalliq Inuit Association  
P.O. Box 340  
Rankin Inlet, NU X0C 0G0  
Telephone: 867-645-2800 or 1-800-220-6581  
Facsimile: 867-645-2348

Sakku Investments Corporation  
P.O. Box 188  
Rankin Inlet, NU X0C 0G0  
Telephone: 867-645-2805  
Facsimile: 867-645-2063

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Kitikmeot Economic Development Commission  
P.O. Box 1330  
Cambridge Bay, NU X0B 0C0  
Telephone: 867-983-2095  
Facsimile: 867-983-2075

Nunasi Corporation  
Corporate Controller  
5107 48th Street  
Yellowknife, NT X1A 1N5  
Telephone: 867-920-4587  
Facsimile: 867-920-4592

Kitikmeot Inuit Association  
Lands Division  
P.O. Box 360  
Kugluktuk, NU X0B 0E0  
Telephone: 867-982-3310  
Facsimile: 867-982-3311

Umbrella Final Agreement of the Council for Yukon Indians  
Council of Yukon First Nations  
2166 – 2nd Avenue  
Whitehorse, YT Y1A 4P1  
Telephone: 867-393-9200  
Facsimile: 867-668-6577

Champagne and Aishihik First Nations Final Agreement  
Champagne and Aishihik First Nations  
Box 5310  
Haines Junction, YT Y0B 1L0  
Telephone: 867-634-4200  
Facsimile: 867-634-2108

Little Salmon/Carmacks First Nation Final Agreement  
Little Salmon/Carmacks First Nation  
P.O. Box 135  
Carmacks, YT Y0B 1C0  
Telephone: 867-863-5576  
Facsimile: 867-863-5710

First Nation of Nacho Nyak Dun Final Agreement  
Nacho Nyak Dun First Nation  
P.O. Box 220  
Mayo, YT Y0B 1M0  
Telephone: 867-996-2265  
Facsimile: 867-996-2107

Selkirk First Nation Final Agreement  
Selkirk First Nation  
P.O. Box 40

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Pelly Crossing, YT Y0B 1P0  
Telephone: 867-537-3331  
Facsimile: 867-537-3902

Teslin Tlingit Council Final Agreement  
Teslin Tlingit Council  
Box 133  
Teslin, YT Y0A 1B0  
Telephone: 867-390-2532  
Facsimile: 867-390-2204

Vuntut Gwichin First Nation Final Agreement  
Vuntut Gwichin  
P.O. Box 94  
Old Crow, YT Y0B 1N0  
Telephone: 867-966-3213  
Facsimile: 867-966-3800

Tr'ondëk Hwëch'in Final Agreement  
Tr'ondëk Hwëch'in  
P.O. Box 599  
Dawson City, YT Y0B 1G0  
Telephone: 867-993-5385  
Facsimile: 867-993-6553

Ta'an Kwach'an Council Final Agreement  
Mundessa Development Corporation  
117 Industrial Road  
Whitehorse, YT Y1A 2T8  
Telephone: 867-668-3613  
Facsimile: 867-667-4295

Kluane First Nation Final Agreement  
Kluane First Nation  
P.O. Box 20  
Burwash Landing, YT Y0B 1H0  
Telephone: 867-841-4274  
Facsimile: 867-841-5900

Kwanlin Dun First Nation Final Agreement  
Kwanlin Dun First Nation  
35 McIntyre Drive  
Whitehorse, YT Y1A 5A5  
Telephone: 867-633-7800  
Facsimile: 867-668-5057

Carcross/Tagish First Nation Final Agreement  
Carcross/Tagish First Nation  
P.O. Box 130  
Carcross, YT Y0B 1B0  
Telephone: 867-821-4251

Facsimile: 867-821-4802

Sahtu Dene and Metis Comprehensive Land Claim Agreement  
Fort Good Hope Metis Nation  
Land Corporation, Local No. 54  
Box 11  
Fort Good Hope, NT X0E 0H0  
Telephone: 867-598-2105  
Facsimile: 867-598-2160  
Attention: Economic/Business/Employment Officers

Ayoni Keh Land Corporation  
c/o Colville Lake First Nation Band  
Box 43, Colville Lake, NT X0E 1L0  
Telephone: 867-709-2700  
Facsimile: 867-709-2202  
Attention: Economic/Business/Employment Officers

Déline Land Corporation  
c/o Déline Dene Band Council  
P.O. Box 156  
Déline, NT X0E 0G0  
Telephone: 867-589-8100  
Facsimile: 867-589-8101  
Attention: Economic/Business/Employment Officers

Tulita Land Corporation  
c/o Fort Norman Dene Band  
P.O. Box 36  
Tulita, NT X0E 0K0  
Telephone: 867-588-4984  
Facsimile: 867-588-3997  
Attention: Economic/Business/Employment Officers

Fort Norman Metis Land Corporation  
c/o Fort Norman Metis Nation, Local No. 60  
General Delivery  
Tulita, NT X0E 0K0  
Telephone: 867-588-3201  
Facsimile: 867-588-3806/4908  
Attention: Economic/Business/Employment Officers

Yamoga Lands Corporation  
c/o Fort Good Hope Dene Band  
P.O. Box 18  
Fort Good Hope, NT X0E 0H0  
Telephone: 867-598-2519  
Facsimile: 867-598-2437  
Attention: Economic/Business/Employment Officers

Ernie McDonald Land Corporation

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c/o Norman Wells Metis Nation, Local No. 59  
P.O. Box 69  
Norman Wells, NT X0E 0V0  
Telephone: 867-587-2455  
Facsimile: 867-587-2545  
Attention: Economic/Business/Employment Officers

The Sahtu Secretariat Incorporated  
P.O. Box 155  
Deline, NT X0E 0G0  
Telephone: 867-589-4719  
Facsimile: 867-589-4908  
Attention: Economic/Business/Employment Officers

Sahtu Business Development Centre  
P.O. Box 307  
Norman Wells, NT X0E 0V0  
Telephone: 867-587-2016  
Facsimile: 867-587-2407  
Attn: Economic/Business/Employment Officer

Tulita Yamoria Community Secretariat  
P.O. Box 144  
Tulita, NT X0E 0K0  
Telephone: 867-588-3116  
Facsimile: 867-588-3119  
Attn: Economic/Business/Employment Officer

Labrador Inuit Land Claims Agreement  
Nunatsiavut Government  
12 Sandbanks Road  
P.O. Box 70  
Nain, NL A0P 1L0  
Telephone: 709-922-2942  
Facsimile: 709-922-2931

Tlicho Land Claims Agreement  
Tlicho Government  
P.O. Box 412  
Rae-Edzo, NT X0E 0Y0  
Telephone : 867-392-6381  
Facsimile : 867-392-6389

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## Annex H - Glossary of Terms

Term	Definition
All-weather roads	An all-weather road, paved or unpaved, which is useable in all kinds of weather.
Arm's length relationship	A transaction in which the buyers and sellers of a product (or service) act independently and have no <b>relationship</b> to each other.
Major articles and appliances	washing machines, dryers, refrigerators, ranges, convection type ovens, portable dishwashers, deep freezers, and televisions,
Business day	A day of the work week which typically includes Monday to Friday and excludes recognized federal government holidays
Calculated estimate	The total of the estimated charges for packing, transportation, fuel surcharge, and unpacking as detailed in FEAMS/CRS which is used to calculate the liquidated damages for major and minor service shortfalls.
Canadian Blue Book	A reference guide used to determine the value of a recreational vehicle. The source is <a href="http://www.canadianbluebook.com/">http://www.canadianbluebook.com/</a>
Canadian Red Book	A reference guide used to determine the value of a personal motor vehicle. The source is <a href="http://www.canadianredbook.com/">http://www.canadianredbook.com/</a>
Central Removal Services (CRS)	The system of record for HG&E and PMV moves for the Royal Canadian Mounted Police and Public Works and Government Services Canada.
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 a third party for the damage and/or loss to the Shipper's HG&E, property, and/or PMV(s).
Contractor	The person, entity or entities named in the Contract to supply goods, services or both to Canada.
Conveyance	A means of transport
Customs Agent	A representative from the Canada Border Services Agency (CBSA) or US Customs and Border Protection.
Date Service Requested (DSR)	Load date of HG&E from the Shipper's residence or the LTS warehouse
Decrepit PMV	A PMV that is old and no longer in safe operating condition.
Direct Delivery to Residence (DDR)	A process to obtain authorization and delivery instructions at destination.
Dish pack	Carton used for packing glassware and dishes that have interior partitions.
Diversion point	The location of the HG&E shipment when the TA provides the Contractor with a revised destination address.



<b>Term</b>	<b>Definition</b>
Fiscal Year	Canada's fiscal year which runs from April 1 <sup>st</sup> to March 31 <sup>st</sup>
Fiscal Year Quarters	Canada's fiscal year quarters as follows: Q1 – April 1 <sup>st</sup> to June 30 <sup>th</sup> ; Q2 – July 1 <sup>st</sup> to September 30 <sup>th</sup> ; Q3 – October 1 <sup>st</sup> to December 31 <sup>st</sup> ; Q4 – January 1 <sup>st</sup> to March 31 <sup>st</sup>
Furniture & Effects Automated System (FEAMS)	The system of record for the management of HG&E and PMV moves for the Department of National Defence.
Green ware	Household items made of clay
Household Goods & Effects (HG&E)	Residential personal furniture and effects belonging to the Shipper
Hundredweight (CWT)	A unit of mass of 100 lbs used to calculate charges
IDC Departmental Authority	The delegated authority within each entity to serve on the IDC
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".
Interdepartmental Committee (IDC)	The HGMS contract governing body as identified in the statement of work
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, furs, medals, etc.
Kraft-type paper	A strong unbleached paper or cardboard made from sulfate-process wood pulp used for wrapping paper and shipping cartons.
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 relocated to weight restricted and/or cross border location.
Major loss	When damage or loss to a HG&E shipment is valued at \$25,000 or more; or when damage or loss to a PMV is valued at \$5,000 or more.
Mile	The accepted unit of measure for distance to be used by the Contractor and Canada

<b>Term</b>	<b>Definition</b>
Move life cycle	HG&E and PMV 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 PMVs
Perishable goods	Household items that degrade in quality over time, and can become reduced in value such as foods, medication, plants and agricultural products.
Personal Watercraft	A recreational watercraft that the rider either rides or stands on, rather than inside of, as in a boat. It has an inboard engine driving a pump jet that has a screw-shaped impeller to create thrust for propulsion and steering.
Pound	The accepted 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 estimate 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.
Prime mover	A vehicle that provides the motive power to haul a load
Private Motor Vehicle (PMV)	Personal private motor vehicle belonging to the shipper
Quality control inspection (QCI)	A process 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 vehicles	Motorized vehicles used for recreational purposes.
Remote area	Areas within Canada as detailed in Appendix 2 of Annex C for the purposes of determining the TTG for a move.
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, PMV and residence.
Rush move	When a Contractor is notified of a move or change to the original DSR date 5 calendar days or less prior to the DSR date, it is classified as a rush move.

<b>Term</b>	<b>Definition</b>
Set or collection	A group of similar items of the same manufacturer that belong together or are complementary to each other.
Standard Weight 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, PMV and/or residence.
Storage-in-transit (SIT)	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 Canada who will liaise with the Contractor as required to coordinate all facets of the Shipper's move.
TA time	Hours of operation between 0800 hrs to 1600 hrs on a business day based on the time zone where the TA is located.
Transportation Plan (TP) form	An IDC approved form to be used by the Contractor outlining the various service requirements, mode, routing and estimated costs that will be submitted for approval.
Vehicle Condition Report (VCR)	An IDC approved industry standard report prepared by the Contractor to detail the condition of the PMV on acceptance from the Shipper and at the time of delivery to the Shipper.
Waiting time	The amount of time, at no fault of the Contractor, where the Contractor is required to wait to deliver a shipment.
Warehouse	A commercial building for the storage of HG&E and/or PMV.
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.

<b>Acronym</b>	<b>Denotation</b>
BOP	Basis Of Payment
CA	Contracting Authority
CBM	Cubic Meters
CCI	Contractor Compliance Index
CDN	Canadian dollars
CI	Continuous Improvement
CRS	Central Removal Services
CSI	Claims Settlement Index
CSSS	Claims Settlement Satisfaction Survey
CWT	Hundredweight
DA	Departmental Authority
DDR	Direct Delivery to Residence
DND	Department of National Defence
DSR	Date Service Requested
ESI	Employee Satisfaction Index
FEAMS	Furniture & Effects Automated System
GAMS	General All-Inclusive Moving Services
GESS	Government Employee Satisfaction Survey
HG&E	Household Goods & Effects
HGMS	Household Goods Moving Services
IDC	Interdepartmental Committee
KPI	Key Performance Indicators
LTS	Long Term Storage
PM	Performance Management
PMV	Private Motor Vehicle

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Acronym	Denotation
PWGSC	Public Works and Government Services Canada
QA	Quality Assurance
QCI	Quality control inspection
RCMP	Royal Canadian Mounted Police
RCP	Replacement Cost Protection
SIT	Storage-in-transit
SOW	Statement Of Work
TA	Transportation Agent
TP	Transportation Plan
TTG	Transit Time Guide
VCR	Vehicle Condition Report
VI	Value Index