



**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
Material Traffic Division /Division du transport du
matériel
11 Laurier St. / 11, rue Laurier
6B1, Place du Portage, Phase III
Gatineau, Québec K1A0S5

Title - Sujet PACKING&WAREHOUSING OF HOUSEHOLD EF	
Solicitation No. - N° de l'invitation 08956-110350/A	Date 2012-08-10
Client Reference No. - N° de référence du client 08956-110350	GETS Ref. No. - N° de réf. de SEAG PW-\$\$LM-004-61000
File No. - N° de dossier Im004.08956-110350	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-08-27	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Ogbumor, Alfred	Buyer Id - Id de l'acheteur Im004
Telephone No. - N° de téléphone (819) 956-3589 ()	FAX No. - N° de FAX (819) 956-4944
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE D1-14 125 SUSSEX DR. ATT: ALINE TAILLEFER- MCLAREN OTTAWA Ontario K1A0G2 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

Solicitation No. - N° de l'invitation

08956-110350/A

Amd. No. - N° de la modif.

File No. - N° du dossier

Im00408956-110350

Buyer ID - Id de l'acheteur

Im004

CCC No./N° CCC - FMS No/ N° VME

08956-110350

REQUEST FOR INFORMATION (RFI)

REMOVAL AND STORAGE OF HOUSEHOLD EFFECTS

**SERVICES TO BE PROVIDED TO:
DEPARTMENT OF FOREIGN AFFAIRS AND OTHER GOVERNMENT DEPARTMENTS**

PART 1 - GENERAL INFORMATION

1.0 Introduction

Background and Purpose of the Request for Information (RFI)

The Department of Public Works and Governments Services Canada (PWGSC) is conducting a RFI for the Removal and Storage (Packing and Warehousing) Services of Household Effects (HHE). The intent is to solicit industry feedback on specific items prior to issuing a Request for Standing Offer and/or re-access the procurement strategy if necessary.

The storage and removal services combined with the number of moves makes the relocation process a significant management challenge. The Government of Canada has been taking steps and is continuing to seek performance improvements in meeting this challenge. The process is intended to simplify the approach to relocation management, strengthen accountability, improve service to employees and reduce costs. The Government of Canada foresees greater private sector accountability for high quality, responsive delivery of HHE.

The purpose of this RFI is to:

- Solicit interest for upcoming requirements as described above;
- Solicit comments, concerns and, where applicable, alternative recommendations to the following propose procurement strategy as described in PART 4.

2.0 Summary

2.1 Removal and Storage Services

This RFI is being issued by PWGSC to satisfy the requirement of The Department of Foreign Affairs and International Trade Canada (DFAIT), on behalf of the Government of Canada.

To support relocations by International Freight Forwarders (current National Master Standing Offer holders) from Canada to Missions abroad and from Missions abroad back to Canada, DFAIT requires Removal and Storage Services in most major Canadian Cities for its employees and their dependents. The scope for this service is approximately 500 outgoing and 500 incoming removal and storage annually. 90% of these services are in the National Capital Region (NCR) and 10% in the other Canadian cities. There is/are no historical data (volume) of removal and storages services for any of the other Canadian cities.

These services include preparation, packing, delivery and/or long-term storage of household effect (HHE), from/to employees' residences to/from storage facilities of the Offeror in the National Capital Region (NCR) and Other Canadian Cities. It also includes making arrangements with the Freight Forwarders, who will in turn, pick-up/deliver the goods from/to the Offeror's storage facility for delivery and/or return from/to Canadian missions throughout the world. This services does not include the storage of private motor vehicle (PMV)

Although the majority of the relocation will be to and from NCR/Ottawa-Gatineau (Montreal inclusive), some relocations may be to and from other cities in Canada. A list of these other Canadian cities is provided in PART 4.

The National Capital Region (NCR) will account for 90% of the requirement for removal and storage services and Other Canadian Cities will account for 10% of the offer for removal and storage services.

Removal and storage services for the movement of HHE and shipment of PMV of employees of DFAIT and other government departments (OGDs) who are being relocated from Canada to Missions abroad and from Missions abroad back to Canada are guided under the terms of the Foreign Service Directives: <http://www.njc-cnm.gc.ca/directive/fsd-dse-15/index-eng.php>.

The call-up procedures will require that call-ups be issued on a proportional basis such that the Offeror of the highest ranked standing offer (lowest Total Offer Price) receives the largest predetermined amount of the call-ups, the offeror of the second highest ranked standing offer receives the second largest predetermined amount of the call-ups, etc.

"This requirement will be subject to the provisions of the Agreement on Internal Trade (AIT)."

2.2 Truck Load Services for United States (US)

Another separate RFSO for a dedicated requirement for truck load from and to the NCR and other Canadian cities from and to the US will be issued in a separate solicitation during the same time of the RFSO as described in section 2.1. Offerors will also be required to provide storage and removal services (Packing and Warehousing) and will be requested to provide rates for Truck Load from and to the NCR/Ottawa-Gatineau (Montreal inclusive) and other Canadian cities for each missions in the US. These rates shall remain fixed throughout the term of the Standing Offer. A list of the missions in the US and Canadian cities is provided in PART 4.

PART 2 - SUPPLIER INSTRUCTIONS

1.0 NATURE OF REQUEST FOR INFORMATION

This is not a bid solicitation. This RFI will not result in the issuance of any Standing Offer; therefore, potential suppliers of services described in this RFI should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list; therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

2.0 NATURE AND FORMAT OF RESPONSES REQUESTED

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations on how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

3.0 RESPONSE COSTS

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

4.0 TREATMENT OF RESPONSES

(a) Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

(b) Review Team: A review team composed of representatives of the client and PWGSC will review the proposals on behalf of Canada. Canada reserves the right to hire any independent consultant, or use any Government resources, which it deems necessary to review any response. Not all members of the review team will necessarily review all responses.

(c) Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will treat those portions of the responses as confidential to the extent permitted by the Access to Information Act.

(d) Follow-up Activity: Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

5.0 CONTENTS OF THIS RFI

(a) This RFI contains a procurement strategy. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

6.0 Submission of Responses

(a) Time and Place for Submission of Responses: Suppliers interested in providing a response should deliver it to the location by the time and date indicated on page 1 of this document.

(b) Responsibility for Timely Delivery: Timely delivery and correct direction of responses is the sole responsibility of the respondent. PWGSC will not assume or have transferred to it those responsibilities.

(c) Identification of Response: The respondent should ensure that its name and return address, the document number and the closing date appear legibly on the outside of the response.

7.0 RFI LETTER RESPONSE PERIOD

Response should be received before or by August 27, 2012.

8.0 Enquiries - Request for Information

(a) Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Alfred Ogbumor
E-mail Address: alfred.ogbumor@pwgsc.gc.ca
Telephone: (819) 956-3589
Facsimile: (819) 956-4944

- (b) Suppliers should reference as accurately as possible the numbered item of the RFI to which the enquiry relates. Care should be taken by Suppliers to explain each question in sufficient detail in order to enable Canada to provide an accurate solution.

PART 3 - RFI PREPARATION INSTRUCTIONS

1.0 FORMAT OF RESPONSES

Cover Page: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

- (a) Canada requests that Suppliers provide their responses in separately bound sections as follows:

Two (2) hard copies and one (1) soft copy on CD, DVD, USB or sent by email to
Contracting Authority

- (b) Canada requests that Suppliers follow the format instructions described below in the preparation of their response:

- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (ii) use a numbering system that corresponds to the RFI.;
- (iii) include a title page at the front of each volume of the response that includes the title, date, RFI number, Supplier's name and address and contact information of its representative; and
- iv) include a table of contents.

PART 4 - PROCUREMENT STRATEGY

1.0 REQUIREMENT

This RFI is being issued to satisfy the requirement of The Department of Foreign Affairs and International Trade Canada (DFAIT) on behalf of the Government of Canada for removal and storage services of HHE (Packing and Warehousing). These services will be contracted for with the use of a National Master Standing Offer (NMSO). A Request for Information (RFI) is been issued on MERX, soliciting industry feedback on a proposed procurement strategy for removal and storage of HHE Services.

2.0 SOLICITATION POSTING

The resulting RFSO, will be posted on MERX in the category of Transportation, Travel and Relocation Services. Interested potential Offerors will see it in the category and need only to submit one offer.

3.0 PERIOD OF STANDING OFFER

The resulting standing offer period will be two (2) years and three months initial period plus one (1) option year.

The intention is to issue an RFSO, which would result in Standing Offer agreements to qualified Offerors in December 2012 timeframe, for services starting January 1, 2013. Industry feedback is also being solicited on specific industry capabilities to assist us in formulating future procurement strategies for these commodities.

It is the intention to issue up to a maximum of ten (10) Standing Offers.

Warehouse/Office

The Offeror must provide support showing that it has a base of operations and warehouse(s) that can accommodate the volume of moves in the National Capital Region (Montreal inclusive) and the other Canadian cities. The Offeror must indicate in its Offer it can support all the activities as described in the Statement of Work. Partial offers will not be considered. The addresses of all warehouses (both bonded and unbonded) and offices must be submitted both in the NCR and all the Canadian cities as listed below. The offeror must also have an office in the NCR

4.0 CANADIAN CITIES

1. NCR-Ottawa/Gatineau (Montreal inclusive)
2. Charlottetown and Moncton
3. Halifax
4. St-John's (NFLD)
5. Quebec
6. Toronto, Mississauga and Hamilton
7. Sudbury
8. Windsor and London
9. Victoria
10. Vancouver
11. Calgary
12. Edmonton
13. Saskatoon
14. Regina
15. Winnipeg

The lists of Canadian cities may be modified from time to time and shall be made available to the Offeror

5.0 RATE CALCULATION

The total bid price in each Basis of Payment, National Capital Region (NCR), and other Canadian Cities, as applicable will be calculated by multiplying the unit price/rate by the respective category (weight and hour) categories and then adding the sum of each category to arrive at total aggregate cost. The pre-established weight and hour categories used for evaluation will represent annual estimated usage based on an average move volume.

Suppliers will be required to provide firm unit prices in the Basis of Payment - NCR, and Basis of payment - Other Canadian Cities. It will be mandatory to submit prices for all aspects of the requirement in the National Capital Region (NCR), and Other Canadian Cities. From the responsive offers, only those up to 20% above the median value of the Total Bid Price submitted by all compliant offers will be considered. Of those, up to a maximum of ten (10) offers, will be issued a Standing Offer for removal and storage services.

The NCR will account for 90% of the total financial evaluation representing the sum of the total aggregate price for NCR, and the Other Canadian Cities will account for 10% of the total financial evaluation representing the sum of the total aggregate price per Other Canadian cities, for the two years and three months plus one option year.

5.1 Services for Packing and warehousing

- Outgoing shipment - Packing and warehousing per cwt
- Preparation for shipment - Loading container (20', 40')
- Long Term Storage per cwt (only for HHE and not PMV)
- Delivery to Residence per cwt
- Incoming shipment - Unloading of Truck

5.2 Proportional Distribution

The call-up procedures will require that call-ups be issued on a proportional basis such that the offeror of the highest ranked standing offer (lowest Total Bid Price) receives the largest predetermined amount of the call-ups, the offeror of the second highest ranked standing offer receives the second largest predetermined amount of the call-ups, etc.

The proportional distribution will be based on the ranking of the compliant offers, placing these in order of the lowest submitted Total Bid Price in the Basis of Payment.

The proportional distribution will be set as follows:

- 1st lowest price responsive Offer will receive up to 21% of the call-ups;
- 2nd lowest price responsive Offer will receive up to 17% of the call-ups;
- 3rd lowest price responsive Offer will receive up to 14% of the call-ups;
- 4th lowest price responsive Offer will receive up to 12% of the call-ups;

5th lowest price responsive Offer will receive up to 10% of the call-ups;

6th lowest price responsive Offer will receive up to 8% of the call-ups;

7th lowest price responsive Offer will receive up to 6% of the call-ups; and,

8th lowest price responsive Offer will receive up to 5% of the call-ups.

9th lowest price responsive Offer will receive up to 4% of the call-ups; and,

10th lowest price responsive Offer will receive up to 3% of the call-ups.

Should there be less than 10 compliant offers, the proportional distribution amongst the compliant offers will be calculated based on the proportions indicated above, relative to each offerer. For example, assuming there is only seven compliant offers, the proportional distribution of the 1st lowest responsive offer will be 24% ($21/(100-5-4-3) \times 100$), and similarly, the proportional distribution of the 2nd lowest responsive offer will be 19% ($17/(100-5-4-3) \times 100$).

6.0 US TRUCK LOAD

6.1 (a) CANADIAN CITIES TO US

1. NCR-Ottawa/Gatineau (Montreal inclusive)
2. Charlottetown and Moncton
3. Halifax
4. St-John's (NFLD)
5. Quebec
6. Toronto, Mississauga and Hamilton
7. Sudbury
8. Windsor and London
9. Victoria
10. Vancouver
11. Calgary
12. Edmonton
13. Saskatoon
14. Regina
15. Winnipeg

6.1 (b) US CITIES (MISSIONS)

- 1 Boston
- 2 Atlanta
- 3 Anchorage
- 4 Buffalo
- 5 Chicago
- 6 Dallas
- 7 Denver
- 8 Detroit
- 9 Houston
- 10 Los Angeles

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1m004

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- 11 Miami
- 12 Minneapolis
- 13 New York
- 14 Philadelphia
- 15 San Francisco
- 16 Seattle
- 17 Washington

6.2 Truck load to the US

Suppliers will provide rates for Full Truck Load - Flat Fee for 28', 40' and 53' from and to the NCR/Ottawa-Gatineau (Montreal inclusive) as well as from and to Canadian cities to US for each mission to the US. These rates shall remain fixed throughout the term of the Standing Offer. Suppliers will be required to provide firm unit prices in the Basis of Payment - NCR, and Basis of payment - Other Canadian Cities. It will be mandatory to submit prices for all aspects of the requirement in the National Capital Region (NCR), and Other Canadian Cities. Of those, up to a maximum of five (5) offers, will be issued a Standing Offer for truck load services to the US including the removal and storage services.

The NCR will account for 90% of the total financial evaluation representing the sum of the total aggregate price for NCR, and the Other Canadian Cities will account for 10% of the total financial evaluation representing the sum of the total aggregate price per Other Canadian cities, for the two years and three months plus one option year.

The call-up procedures will require that call-ups be issued on a proportional basis such that the offeror of the highest ranked standing offer (lowest Total Bid Price) receives the largest predetermined amount of the call-ups, the offeror of the second highest ranked standing offer receives the second largest predetermined amount of the call-ups, etc.

The proportional distribution will be based on the ranking of the compliant offers, placing these in order of the lowest submitted Total Bid Price in the Basis of Payment.

RFI LETTER RESPONSE PERIOD

Response should be received by August 27, 2012.

COMMENT TABLE

Offerors can provide comments on any items in this procurement strategy. The following table summarizes the items that are mostly in need of feedback:

Item Number	Subject
1	Provide feedback on the possibility to provide removal and storage services on other Canadian cities.
2	Is your company able to handle 30% of total volume (500 incoming and 500 outgoing) of moves per year?
3	Provide feedback on the proportional distribution.
4	Provide feedback on the overall removal and storage services .
5	Provide feedback on the best and cost effective solution to provide these services (removal and storage) in the NCR and other Canadian cities as they both account for the evaluation of offers
6	USA Truck load and removal and storage:
6.1	Is your company able to provide the dedicated truck sizes for US missions?
6.2	Is your company able to handle the removal, storage and transportation services from the NCR and other Canadian cities to US?
6.3	Provide your overall feedback on removal, storage and transportation of household effects from the NCR and other Canadian cities to the US.
7	Can you specify if your company meets ISO 9001, ISO 9002, or ISO 14000?
8	Other comments are welcome.

ANNEX A**STATEMENT OF WORK****REMOVAL AND LONG-TERM STORAGE SERVICES****1.0 Requirement**

The purpose of this service is to provide the Department of Foreign Affairs and International Trade (DFAIT) and other government departments with removal and storage services for Household Effects.

These services include preparation, packing, delivery and/or long-term storage of personal household goods, from/to employees' residences to/from storage facilities of the Offeror in the National Capital Region (NCR) and Other Canadian Cities. This also includes making arrangements with the Freight Forwarders, who will in turn, pick-up/deliver the goods from/to the Offeror's storage facility for delivery and/or return from/to Canadian missions throughout the world.

The employees concerned are DFAIT employees and employees from other government departments who are being relocated from Canada to Canada's missions abroad and from Canada's missions abroad back to Canada, and bonded storage for employees on assignments from Mission to Mission (cross-posting) under the terms of the Foreign Service Directives.

Firm unit prices for removal and storage services will remain in effect throughout the period of the Standing Offer, for a period of two (2) years and three (3) months, from the date of issue or January 1 2013, whichever date is later, to March 31, 2015, plus an option for one (1) year extension from April 1, 2015 to March 31, 2016, should the extension year be exercised.

Payments in Canadian funds are to be provided for these services.

The Offeror will be held responsible for any demurrage, detention, storage costs or waiting time associated with the Freight Forwarders' equipment (chassis or container) being detained as a result of the Offeror's actions or inactions.

The Project Authority shall have the right to request services from the supplier by way of a Call-Up which will constitute the contract in quantities which will be determined at the time of the Call-Up.

A detailed requirement of the Services is contained in this Statement of Work, Removal and Long-term Storage Services, Annex A; and, the Standards and Instructions For Packing, Crating and Loading, Annex B.

Hazardous Materials

The Offeror hereby certifies that all Federal, Provincial, Municipal, International and State regulations governing the transportation packaging and crating of the materiel, including dangerous goods as defined by the International Air Transport Associations (IATA) and/or the International Maritime Organization, (IMO), (IMDG) code and adherence to any dangerous goods regulations, is or will be met and/or obtained before the commencement of any service.

DFAIT - Performance Measurement

In order to ensure quality service, ongoing feedback mechanisms will be established. A Performance Monitoring Survey, will be provided to each employee relocated under the Standing Offer and the Mission

Administration Officer in order to gather feedback on the quality of the process. The Project Authority will review each completed survey and those surveys which indicate an unsatisfactory level of service will be discussed at meetings between the official or officials designated by the Offeror to coordinate the implementation of the Standing Offer and the PWGSC/DFAIT authorities or his/her representative. The Offeror will be expected to explain the source of the unsatisfactory assessment and to provide the Project Authority and the employee with a description of the remedial action to be taken.

Where performance is found to be unsatisfactory, the Offeror will undergo discussions and negotiations with a PWGSC/DFAIT review panel to establish if the Offeror can provide satisfactory remedial action. If no satisfactory remedial action can be made, DFAIT will recommend to PWGSC that the standing offer be set aside from the list of eligible Offerors on a permanent or temporary basis.

2.0 Definitions

Employee - a member of DFAIT or other employee on interchange agreement being relocated outside Canada or back to Canada or from Mission to Mission (for supplementary shipments) under the provisions of the Foreign Service Directives (FSDs).

Freight Forwarder - the entity designated by the Project Authority to be responsible for the shipment of the employee's personal effects from warehouse to warehouse (or door to door wherever possible) between Canada and Canada's missions abroad.

KKAB - DFAIT document used to initiate contractual relocation process with movers and freight forwarders. Also known as a Call-Up document.

Mission Consular Officer - MCO

Net Weight - weight of household effects prior to packing

Packed Weight - weight of household effects with packing material included

Crated (Gross) Weight - weight of household effects crated for shipment and includes all packing material

Storage In Transit - SIT - Temporary storage of a shipment; it can occur at any time after pick-up at residence, or upon receipt of an incoming shipment, but prior to delivery.

Cross Docking - Process in which the household effects are transferred from the pallet to the transport vehicle of another firm. This process involves a dock where the merchandise is temporarily unloaded and reloaded.

Subrogated - the process of financial recovery from the last carrier for their contractual released rate liability for damage or loss to household effects and/or vehicles.

Shuttle Services - Shuttle service may be authorized when a unit cannot get close to the residence and a smaller truck is required to move the goods to or from the residence. Long carry does not qualify for shuttle service as it is covered in the transportation.

3.0 Roles and Responsibilities

The Offeror is to provide to DFAIT, upon the terms and conditions, the services listed at the price(s)/pricing basis set out in this Standing Offer, as and when DFAIT may require such services and if DFAIT authorizes and orders such services in accordance with the provisions hereof.

3.1 Foreign Affairs and International Trade Canada will:

- a) prepare a call-up for each relocation;
- b) have access at all times to the work performed by the Offeror and make inspections of the work when the Minister or the Project Authority deems necessary;
- c) have access to all books, accounts and other information in the Offeror's possession relating to the Statement of Work called for in the Standing Offer;
- d) be the focal point for the day to day operation of the Standing Offer;
- e) provide guidance to the Offeror with respect to the performance monitoring system to be employed with the Standing Offer;
- f) provide the Offeror with all relevant government documentation governing the shipment and storage of personal effects including:
 - i) "Book of Shipping Instructions for Household Effects" (BSI-HE);
 - ii) Foreign Service Directive (FSD) 15 - Relocation; and
 - iii) a list of all posts that have only air or only sea shipments.
- g) authorize, in conjunction with PWGSC, additional costs and/or charges that are agreed to in writing, in advance, that are fair and reasonable for any special arrangements that may be required outside the Standing Offer.

3.2 The Offeror will:

- a) provide the following qualified Key Personnel:
 - i) Project Director: Who will be responsible to coordinate the implementation of the resulting Standing Offer and will be the main contact for DFAIT throughout the term of this Standing Offer. The project Director must be in a position to make decisions and respond to instructions from DFAIT; and, will reside in the National Capital Region and be readily accessible during the peak period from June to October.
 - ii) Estimators: Who will be capable of preparing international moves involving the packing and preparation, storage and shipment of household goods and private motor vehicles during the course of the Standing Offer;
 - iii) A qualified official who will supervise the packing and preparation of DFAIT employees' personal effects;
- b) provide a service line (e.g. Phone number, fax number, E-mail address), within one week of issuance of a Standing Offer to the Project Authority. This service line is to respond, within 24 hours, to inquiries from employees, mission administration staff, headquarters staff and PWGSC;
- c) provide services in both official languages, both orally and in writing, to the clients, when required;

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- d) meet all current Canadian Government regulations regarding the treatment of wood for export, and be compliant with the requirement for all wood products to bear the ISMP 15 stamp, and that the stamp be visible for inspection. This applies for Outgoing Relocations and Subsequent Shipments;
 - e) the Offeror must seek pre-approval by the Project Authority and the Standing Offer Authority for any services not covered by the Standing Offer including, but not exclusive to, requests for special equipment to service a move or part of a move, at origin and/or destination, such as requests for the use of specialized equipment, shuttle service and/or subject to special handling, and for storage of vehicles outside the NCR;
 - f) accept to be held responsible for any demurrage, detention, storage costs or waiting time associated with the Freight Forwarders' equipment (chassis or container) being detained as a result of the Offeror's actions or inactions;
 - g) grant access at all times to the work performed and permit inspections of the work when the Standing Offer Authority or the Project Authority may deem necessary;
 - h) participate in relocation fairs to be held twice a year. This will allow employees of DFAIT the opportunity to interview the Offerors regarding services they provide, to examine their company brochures and any other information they provide on their services. These relocation fairs are to be held twice a year, usually in the second quarter of each year, at DFAIT, Lester B. Pearson Building, 125 Sussex Drive, Ottawa, Ontario. Also, attend a briefing at the beginning of each season and attend another debriefing at the end of each season, when requested to do so by DFAIT;
 - i) notify the Project Authority and the Standing Offer Authority of any change in warehouse location at least 60 days in advance of any proposed change. The Project Authority and the Standing Offer Authority must approve relocation of facilities in advance;
 - j) provide reports to the Standing Offer Authority and/or the Project Authority as defined in the Standing Offer. Provide also, with the presentation of the invoices, an "Account Statement", duly filled out, as per Annex "F", as per Invoicing Instructions.

3.2.1 For Outgoing Relocations and Subsequent Shipments:

- a) arrange appointments with the employee on receipt of a call-up document (KKAB) to:
 - i) discuss move arrangements and prepare an estimate; and
 - ii) specify dates for the packing and removal of personal effects;
 - iii) request the arrival date at the Mission (in order to release the HHE for shipment in a timely manner) contact names and numbers in order to contact employee or employee's representative prior to employee's arrival at destination.

A reasonable effort must be made to accommodate the preferences of the employee with respect to the scheduling of these appointments. The Contractor must be aware of the employee's entitlements under FSD 15 relating to the removal of Household Effects.

- b) brief the employee with respect to:
 - i) the mode(s) of transport authorized for the destination;
 - ii) procedures and considerations relating to estimating, preparing, packing, removing of the employee's personal effects.

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- c) conduct and prepare an estimate of the weight of the personal effects to be shipped by air and by sea to the destination, and of the weight of the personal effects to be stored in Canada. The estimate is to be submitted in writing to the employee and to the Project Authority within 72 (seventy-two) hours of the performance of the estimate. The estimate is to show the net packed weight and gross crated weight for all shipments. (See g) for further details).
- d) ensure that the estimate is accurate. The final weight of the personal effects to be shipped must be within 10% (ten percent) of the final written estimate(s). This final weight is to be confirmed in writing, on company letterhead via letter, fax or e-mail to DFAIT. Any excess costs, including but not limited to air and/or sea freight costs incurred as a result of a faulty estimate will be the responsibility of the Offeror;
- e) pack, in accordance with the specifications, the employee's personal effects for shipment and for long-term storage. N.B. Only the possessions of the employee or the immediate family may be packed for shipment or LTS. Any requests for a deviation to this must be directed to DFAIT. The Offeror will ask the employee for valuation of goods to be placed in long-term storage (LTS) and written instruction for the packing and/or storage of any vehicle (either to be shipped or to be placed in LTS). A qualified official will supervise the packing and preparation of personal effects. Crating of goods will be done where specified and required or where, in the judgment of the Offeror, crating is consistent with good industry practice. The cost of all such crating must be reflected in the Packing rate specified in the Basis of Payment sheets and DFAIT will not authorize nor will PWGSC pay any surcharge for such crating. The Offeror must comply with instructions contained in the "Book of Shipping Instructions for Household Effects" (BSI-HE). Any deviation from the BSI-HE must be authorized in advance by DFAIT;
- f) provide a clear and detailed packing list, preferably electronic, to the freight forwarder (e.g.. box #X - kitchen articles; box#XX - linens, etc.). All boxes will be fully and properly labeled before leaving the residence;
- g) determine the final net weight of all shipments. If the final net weight of any of the shipments exceeds the employee's entitlement, the Offeror is to inform the employee within 72 hours after final packing day prior to releasing the shipment and offer the employee the opportunity to reduce the shipment.
If the net weight is within 10% (ten percent) of the employee's entitlement for shipment abroad, the Offeror will offer the employee the opportunity to reduce the weight of the shipment(s) within 72 hours of final packing day. Any changes to the composition of the shipment(s) desired by the employee shall be submitted in writing to the Offeror at least three working days prior to the packing date. The Offeror will amend the estimate and submit the amended estimates in writing to the employee and the Project Authority at least two working days prior to the packing date.
If the employee chooses not to reduce the shipment, the Offeror is to secure a written notice from the employee recognizing the employee's responsibility for any excess costs, including freight costs, as a result of the shipment exceeding the employee's entitlement. The Offeror will provide the Project Authority, in advance, with a copy of the notice including a statement of the excess weight. Should shipments be sent overweight, with the movers acknowledgment, the mover will be responsible for all costs associated with same including freight costs and at the Mission end plus any costs associated with the return shipment;

- h) i) notify, in writing and indicating the recommended container size, the designated freight forwarder of the weight and volume of a particular shipment and agree on a date for pick-up of the shipments by the freight forwarder or its agent. The date for pick-up must be no more than 3 working days with the exception of 4 working days for "all air destinations", after the date of removal and subsequent preparation for shipment of personal effects from the residence of the employee. The Offeror must bear full responsibility for replacement of materiel which have been improperly packed/marked for shipment to destination in a manner which is contrary to the instructions received from DFAIT including all transportation charges to and from the point at which the error has been identified. When cargo is released to the freight forwarder, if there are any errors/omissions/delays, attributable to the Offeror, in the release which will result in subsequent expenses related to the errors/omissions/delays, then these expenses will be to the account of the Offeror;
- ii) notify DFAIT immediately if the Offeror believes a consolidation shipment is possible.
- i) weigh shipments prior to crating and provide scale tickets with invoice;
- j) follow-up and confirm, in writing, receipt date on requested containers from the freight forwarder;
- k) meet all current Canadian Government regulations regarding the treatment of wood for export, be compliant with the requirement for all wood products to bear the ISMP 15 stamp and ensure the stamp is visible for inspection;
- l) for shipments overseas, block and brace personal motor vehicles and prepare them for placement into a container, obtain a copy of the registration and give same to the freight forwarder;
- m) ensure the motor vehicles are prepared for shipment in accordance with the dangerous goods regulations and provide, on a required basis, a dangerous goods declaration to the freight forwarder;
- n) store the designated personal effects, if authorized to do so by the Project Authority; the Offeror is also to notify PWGSC when goods are added to and/or are removed from storage;
- o) notify the Standing Offer Authority of any change in warehouse location at least 60 days in advance of any proposed change. The Standing Offer Authority must approve Relocation of facilities in advance;
- p) grant access at all times to the work performed and permit inspections of the work when the Minister or the Project Authority may deem necessary;
- q) provide for supplementary (subsequent) shipments at the firm unit prices provided in the Basis of Payment;
- r) adhere to special requirements that may be specified by DFAIT due to unforeseen circumstances with respect to particular destinations;

- s) obtain approval from the Project Authority and the Standing Offer Authority for any changes to the personnel proposed by the Offeror to fulfill the requirements of the resulting Standing Offer;
- t) unless specifically provided elsewhere in this RFSO, it is understood that all costs related to briefing employees, estimating, packing, unpacking, crating, delivery and storing personal effects, as well as, all costs related to documentation, billing, reporting, and the administration of the service(s) provided, are included in the firm unit prices set out in the Basis of Payment sheets;
- u) for removals to the United States, provide or arrange for suitable truck transportation of household effects to destination;
- v) undertake all aspects of the removal process except the actual transportation of goods, in an indoor, protected environment;
- w) abide by all the terms and conditions of the resultant Standing Offer.

3.2.2 For Incoming Relocations and Subsequent Shipments:

- a) incoming shipments must be weighed and scale tickets provided with invoices;
- b) provide bonded storage for personal effects returned to Canada;
- c) advise DFAIT and the employee when shipments have arrived from the freight forwarder;
- d)
 - (i) provide the necessary customs documentation for the clearance of household effects to the employee. (customs manifest; A8A forms);
 - (ii) the mover is to fill in the A18 customs form for incoming goods but not clearing customs, due to employee(s)' assignment overseas;
 - (iii) for automobiles arrange for CFIA inspections and washing when required, proof of same required for payment at cost.
- e) assist the employee with customs clearance of the goods;
- f)
 - (i) deliver and unpack the shipments to the residence, within 4 days notice from the employee; if the employee declines the unpacking service a signed statement to this effect is required;
 - (ii) for goods out of LTS, a 48 hour notice from the client will be provided for delivery;
 - (iii) notify PWGSC, in writing, once goods have been removed from storage;
 - (iv) provide a claims package that includes filing instructions, intent to claim form, the routing of the claim documents, time limits, office responsible for claim and a 1-800 number for enquiries.
- g) provide bonded storage for shipments coming back from cross-postings; extra charges to receive automobiles for LTS will not be accepted.
- h) invoice the Central Freight Service of PWGSC for services performed and carry out DFAIT's requests for services at the firm unit prices set out in any resulting Standing Offer. Invoices should reflect the information provided on the call-up document, (includes KKAB number, Consignee code, shipment date, Interdepartmental Settlement (I.S.) I.S. Org Code, I.S. Ref Code, Origin/Destination and weight);

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- i) adhere to special requirements that may be specified by DFAIT due to unforeseen circumstances with respect to particular destinations;
 - j) obtain approval from the Project Authority and the Standing Offer Authority for any changes to the personnel proposed by the Offeror to fulfill the requirements of any resulting Standing Offer;
 - k) unless specifically provided elsewhere in this document, it is understood that all costs related to briefing employees, estimating, packing, unpacking, crating, delivery and storing personal effects as well as all costs related to documentation, billing, reporting, and the administration of the service(s) provided are included in the firm unit prices set out in the Basis of Payment sheets;
 - l) abide by all the terms and conditions of the resulting Standing Offer.

3.2.3 For Long-term Storage:

- a) Accept that ownership of the LTS pallets, any wrapping, packing material and/or blankets, will, upon the placement of House Hold Effects (HHE) into same, change to the Government of Canada. (Once the HHE have been removed from the pallet, wrapping, packing material and/or blankets, as a result of delivery out of LTS, the ownership of the pallet, wrapping, packing material and/or blankets, will then revert back to the moving firm).
- b) Subrogation - The mover's responsibility for subrogation will be per terms and conditions on the bill of lading issued by the mover.

3.3 Public Works and Government Services Canada will:

- a) act as the Standing Offer Authority on behalf of the DFAIT;
- b) negotiate any revisions to the Standing Offer with the Offeror;
- c) pay the Offeror for all services performed by way of a call-up at the firm unit prices agreed to in the Standing Offer.

ANNEX B

STANDARDS AND INSTRUCTIONS

FOR PACKING, CRATING AND LOADING

General:

- A) The household goods will be packed and crated in accordance with normal commercial standards but in no case less than the minimum standards mentioned below. All charges are to be included in the Basis of Payment sheets.
- B) All boxes, cartons, crates and other loose items are to be properly stuffed into liftvans (with the exception of outsized crates).

Standards and Instructions:

A) Packing material:

1) Boxes:

Wood or fibreboards boxes used as specified hereinafter shall be wood-created fibreboard, wood created plywood, nailed wood, corrugated fibre or solid fibre boxes. Boxes shall be new and free of any substances injurious to the articles being packed. Boxes may be made of lumber, plywood, or solid fibre and shall be well manufactured and free from imperfections which may affect their utility. Size and spacing of nails will be in accordance with the best commercial practices.

International ISPM 15 Woodpackaging requirements must be met. This requires any wood packaging (e.g. pallets/skids/dunnage (used for purposes of stabilizing freight, blocking and bracing of vehicles) to be in compliance with the Intl requirements.

Compliance with international Wood packaging requirements (ISPM 15) is mandatory. Any cost incurred for non-compliance will be the responsibility of mover. Goods can be returned to origin, if found not to be in compliance.

Canadian law requires that all non-manufactured wood imported to Canada be treated in accordance with IPPC regulations. The ISPM 15 stamp must be visible on all wood packing materials. A Phytosanitary Certificate or proof of professional processing of the wood products must also accompany the shipping documents.

CFIA Website: <http://www.inspection.gc.ca/english/plaveg/protect/dir/d-98-08e.shtml>
<http://www.inspection.gc.ca/english/corpaffr/newcom/2006/20060725e.shtml>

2) Cartons:

Cartons, new, of solid or corrugated fibreboard may be used for packing linens, books, bedding, mattresses, lamp shades, draperies or other articles. All cartons shall be adequate for the use intended, and must be dry, clean, and free from vermin, acid, paint, grease, and other substances injurious to the owner or his agent or to the article packed. After packing, cartons must be glued, stapled or sealed by taping lengthwise at the joint on top and bottom or adequately tied. The side-walls and ends of the corrugated or solid fibre cartons shall be of minimum average bursting

strength of 275 pounds per square inch. With the exception of mattress cartons, the inside dimension of the carton, length, width, and depth totaled, shall not exceed 75 inches with a weight limitation of 65 pounds. Egg crates, orange crates, beer cartons, and similar type boxes will not be used. At the carrier's discretion, to ensure protection and safe transportation of the articles, boxes may be used in lieu of cartons.

3) Barrels, China Cartons, Drums, or Specially Designed Fibre Containers:

China cartons, barrels, drums, or specially designed fibre containers (for use in lieu of barrels, drums) are to be used for packing glassware, chinaware, bric-a-brac, table lamp bases, and other fragile articles. All such containers must be clean, in sound condition and free of all substances which might be injurious to the owner or his agent or to the material packed therein. Fibre drums will not contain more than 120 pounds and shall have a side wall bursting strength per square inch of a minimum average of 400 pounds. Corrugated containers may be used in lieu of a barrel or drum type container for packing. The side walls and ends of the container shall be of minimum bursting strength of 275 pounds for single wall containers or 200 pounds for double wall or similar construction. No more than 120 pounds of material shall be packed therein.

4) Filler Material:

Good quality unprinted newsprint, "Kimpak", fibreboard or Kraft paper shall be used as a filler for general packing. Filler material shall be clean, dry and free from vermin or any substances injurious to the articles to be packed. Straw will not be used as a packing material.

5) Padding:

New or good quality used shredded paper pads, or other equally suitable material, shall be used when required.

6) Paper Wrapping:

All wrapping paper used shall be new, clean, Kraft type of not less than 30 pounds weight except as otherwise provided herein.

7) Paper - Waxed or Treated:

All waxed paper used shall be manila, wax or equivalent of not less than 30 pounds weight. Treated paper may be used if of "Butcher" paper type, free from creases and folds.

B) Packing methods:

1) General:

- a) All packing shall be performed in a manner requiring the least cube measurement, producing packages that will withstand normal movement without damage to contents and at a minimum of weight. Further, the number and weight of containers will not be greater than necessary to accomplish efficient movement.
- b) All finished surfaces shall be protected to prevent scratching or marring.
- c) Care shall be exercised to prevent loss or damage of household goods in process of loading, and the carrier shall properly and amply protect household goods in its' possession by proper protective measures and by not piling effects in a manner likely to cause damage.

- d) At the discretion of the agent, any packing performed by the employee may be repackaged by the agent. Failure to do so shall not relieve the agent of liability for owner packed items.
- e) Packing shall not be commenced before 0900 hours or continued after 1800 hours without mutual agreement between the employee and the mover.
- f) The use of damp, wet or unclean packing materials is prohibited.
- g) All china cartons, barrels, drums, or specially designed fibre containers shall be securely fastened and marked to indicate the upright position.
- h) Linen, towels, bedding, draperies, small pictures, mirrors and other items of this type shall be packed carefully into cartons which shall be properly sealed at residence. These items shall not be left in drawers.
- i) Clothing articles which are stored in the home on hangers shall be hung in wardrobes. In such wardrobes, no loose items shall be placed in the bottom with the exception of umbrellas, canes and swords, which may be wrapped and secured within such a wardrobe case. Vertical or horizontal wardrobes may be used.
- j) Boxes, cartons and crates, where feasible, shall be marked to indicate the room location and contents.

2) Books:

Books shall be placed in stacks and/or rows in cartons and protected so as to prevent damage to any binding, covers and leaves. Clean unprinted newsprint or corrugated fibreboard shall be inserted between rows, or stacks, to prevent chafing.

3) Chinaware, Glassware, Crockery, Lamps, Clocks, Jardinieres, Statuary, Vases and Bric-a-brac:

Each china carton, barrel, drum or specially designed fibre container shall be padded in the bottom with sufficient excelsior, unprinted newsprint, or other adequate cushion material. Items shall be wrapped separately, except groups of flat items, properly divided, may be wrapped in bundles properly cushioned. The heaviest items shall be placed in the bottom, the lightest items on top. Barrels, fibre drums, and other containers shall be packed as compactly as possible. Padding shall be pressed gently but firmly around each item and as many pieces as possible put in the container without risk of damage. Any surface or edge of an article that is fragile must be protected by cushioning. Stemware shall be packed in containers bottom side up, and bundles of flatware shall be packed in containers on edge. Small bric-a-brac, after being wrapped, should be appropriately and conspicuously marked in order to readily identify the wrapped item from wads of paper filler.

4) Electrical Equipment, Fans, Heaters, Portable Stoves, Sun lamps and Like Items:

To protect the items for safe transportation or SIT they shall be completely wrapped in paper or unprinted newsprint, and packed in a carton with enough padding to provide separation necessary to prevent contact of one article with another to eliminate movement of any article in the container. When packing is not necessary, the item shall be properly wrapped or padded for protection.

5) Electronics:

All electronic equipment should be packed in original packaging if possible.

6) Kitchenware:

All kitchenware, flat irons, electrical irons, etc., shall be packed and padded into cartons. The heavier items shall be kept to the bottom of the container and lighter items to the top of the container.

7) Mirrors, Pictures, Paintings, Glass Table Tops and Stone Table Tops:

Mirrors shall be wrapped and packed in a crate, or a mirror carton which is specially designed and used by the moving industry for that purpose. The agent shall determine whether a crate or mirror carton is required based on the size and construction of the mirror and consistent with normal commercial standards. No more than four furniture mirrors will be packed in any one crate and each mirror shall be individually bracketed. Specifications for packing mirrors are applicable to glass table tops, large glass faced pictures, and all other glass articles of this type and paintings. Paintings without benefit of glass protection are to be packed in such a manner that contact with any material which could damage the surface of the painting must be avoided. Stone table tops shall be packed separately.

8) Lamp Shades:

Items easily crushed, shall be wrapped and placed in cartons marked "FRAGILE" and shall be insulated from the carton walls and from other items. All lamp shades shall be wrapped individually with clean paper and placed in cartons marked "FRAGILE" and cushioned to prevent shifting or damage.

9) Firearms:

a) Firearms excluding most rifles and shotguns, air pistols, gas pistols and starting pistols are considered RESTRICTED weapons and will not be packed, delivered or otherwise handled by the agent. The employee is responsible for these items. These items will be shipped in bond by the employee.

b) UNRESTRICTED weapons such as most rifles and shotguns, air pistols, gas pistols and starting pistols are to be wrapped in paper and packed in a carton or cartons so as to prevent damage to the firearms or to other articles. Such weapons may be shipped with other household goods.

10) Bicycles:

Bicycles must be packed in suitably designed cartons of normal commercial pattern or they may be crated. Cartons and crates must be constructed and fabricated in a configuration which will permit containerization of the bicycle without removal of the front or rear wheels. Additionally, for shipments other than local moves, the handle bars shall be loosened, lowered, turned at right angle to their usual position, swung downward and re-tightened. Wheels or mechanisms on multi-speed bicycles shall not be removed or disassembled from the frame. Pedals shall be removed and secured on edge forward of the seat post or above back fender. Before placement into the carton/crate protective wrapping and padding shall be applied where necessary to prevent damage. After placement within the carton/crate adequate interior packaging will be placed in void areas to prevent shifting or movement during transit. The bicycle shall be placed upright and shall be sealed with a suitable tape and strapped girth wise at one third the distance from each end. The word "UP" with an arrow pointing to the top of the carton will be stenciled in black letters a minimum of 2 inches high on each side. Crates shall be similarly marked.

11) Motorcycles, Mopeds, Scooters, etc.:

Where possible and practical, motorcycles, etc., will be delivered to the agent's warehouse where they will be prepared (crated) for sea container shipment. Crates are to be so designed to allow for inspection of the fuel tanks when necessary. Batteries are to be disconnected and cable ends taped and remain

secured to the vehicle. Head, tail and signal lights shall be taped. Windshields, saddlebags, etc., are to be removed and packed separately or may be crated with the main crate so long as the minimum cubic measurement of the main crate is maintained.

12) Grandfather Clocks:

The weights and pendulum will be removed and packed separately. All glass should be taped to reinforce it. No tape should be applied directly to wood surfaces. The clock cabinet will be wrapped with wrapping and Kraft paper or equivalent, then wrapped again with corrugated cardboard. The whole clock will then be fitted into a prepared wooden crate or a covering made of honeycombed cardboard will be fabricated. Specifically designed containers/crates provided by the owner are acceptable. The mechanical preparation and certification is the responsibility of the employee.

13) Wine/Spirits/Liquids:

Wine, spirits and/or liquids will be packed in boxes shipped such that the bottles are in a vertical position standing on their bases. Each bottle will be separated from the next by a cardboard divider. With respect to insurance, the Offeror is not responsible for damage to and/or by wine, spirit and/or liquids during shipment. The Offeror is responsible for packing wine, spirits and/or liquids according to international standards for household effects.

Unsealed or partly sealed bottles of wine, spirits and/or liquids will not be accepted for shipment.

14) Mattresses:

Mattresses with inner springs and those containing foam rubber, or mattresses consigned to storage, must be placed in cartons at the residence and protected from the elements when loading. All cartons used shall have a minimum average bursting strength per square inch of 275 pounds. Mattresses without internal springs and those not containing foam rubber must be placed in cartons, bags, or similar containers at the residence and protected from the elements when loading. Paper bags, if used, shall be of not less than 60-pound Kraft paper. All containers used must be clean and free from vermin. Mattresses that are part of upholstered furniture need not be placed in cartons.

15) Carpets, Rugs, Mats and Underlay:

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 two to three foot intervals and are to be stored on warehouse wall racks. Tape, when used, shall not be applied to the rug or underlay. At the agent's discretion, underlay shall be either rolled and tied separately or rolled together with the rug and separated from the rug by 60-pound Kraft paper. Where an underlay is in such deteriorated condition that it cannot be rolled, the condition shall be clearly identified on the inventory. Rugs and carpets shall not be folded. Responsibility rests with the Offeror for having the carpets inspected for moth activity and having any such activity treated by an authorized agent.

16) Ladders:

All ladders for LTS are to be identified via a tag which is tied secured to the ladder with a piece of wire, i.e. not with a glue tag.

C) Loading/Stuffing Liftvans and Sea Containers:

1) Liftvans of suitable commercial design and meeting the following general specifications shall be used for loading/stuffing household goods:

a) Sea shipment:

All sea shipments shall be moved in standard steel sea containers. Depending on instructions provided in the DFAIT specification BSI-HE, sea shipments will either be loose-loaded into steel sea containers, or be loaded into wooden sea liftvans that will be loaded into steel sea containers. The following sea container and liftvan specifications apply:

1. LOOSE LOADED SEA CONTAINER:

A sea container, of standard dimensions and free of defects, into which packed household effects are loose loaded, with bracing and bulkhead construction where required.

2. SEA LIFTVAN:

Sea liftvans shall be constructed entirely from new wood only, and have the following characteristics:

- Skid: constructed of 3/4" plywood and supported on 9 blocks of 4" X 4".
- Ends, sides and top constructed of 3/8" plywood or better.
- Framing: ends, sides and top framed with strips 1" X 4" or better.
- Waterproofing: complete interior waterproofing, exterior waterproofing of the roof and caulking of all joints.
- Strapping: metal strapping at least 19 mm in width with at least 2 vertical bands and 1 horizontal band.
- the interior must be free from splinters, snags, etc. and be clean and free from residue and odors.

b) Air Shipment:

Depending on instructions provided in the DFAIT specification BSI-HE, air shipments will either be loaded into standard IATA air containers, or into specially constructed air lift vans. The following specifications apply:

1. IATA STANDARD AIR CONTAINERS (CO8, CO7 or other):

Where IATA standard air containers are used they shall be prepared as follows:

- Skid: A wooden skid of 3/8" or better plywood is to be attached securely to the cardboard base of the container and provided with blocks or equivalent to facilitate handling by forklifts.
- Waterproofing: CO8, CO7 or other standard waterproofing bags with any gaps securely taped shut.
- Strapping: metal strapping at least 19 mm in width with at least 2 vertical bands and 1 horizontal band and cardboard or plastic guards placed under the straps.
- the interior must be free from splinters, snags, etc. and be clean and free from residue and odors.

2. AIR LIFTVAN:

Where the risk of pilferage or rough handling makes IATA standard containers impractical, air shipments shall be placed in wooden lift vans having the following characteristics:

- Skid: constructed of 3/4" plywood and supported on 9 blocks 4" in height.
- Ends, sides and top constructed of 3/8" plywood or better.
- Framing: ends, sides and top framed with strips 1" X 4" or better.
- Waterproofing: complete interior waterproofing, exterior waterproofing of the roof and caulking of all joints.
- Strapping: metal strapping at least 19 mm in width with at least 2 vertical bands and 1 horizontal band.
- The interior must be free from splinters, snags, etc. and be clean and free from residue and odors.

2) Stuffing of liftvans must conform to same packing axiom as used for cartons, boxes, etc., that is, heavy on the bottom light on top concept is to prevail.

3) Extra heavy items such as upright pianos must be raised and blocked to relieve any strain on the casters and braced with 4 x 4 lumber using cleats nailed through the plywood sheathing or compression points to prevent abrasion of finished surfaces.

4) Less dense articles such as chairs, small electrical appliances, packed cartons or small furniture articles shall be used in the middle layer and light weight articles on the top layers. All space must be filled or top bracing shall be installed in a partially filled liftvan. Empty cartons do not suffice as bracing. Bracing must be placed in such a manner (vertically, horizontally or both) and held down by cleats so as to prevent the movement of articles/boxes, etc., within the liftvan. Cushioning material must be used to fill gaps so shifting of articles, boxes, etc., is not possible.

5) Liftvans must be stuffed tight and dunnaged/braced where necessary to prevent any movement. Special attention must be paid in preparing, padding and stuffing furniture pieces and to the corners, edges of other articles in order to prevent rubbing or chafing to furniture pieces.

6) Liftvans once stuffed must be strapped with steel straps at least 19 mm in width. One band shall be placed vertically at each end of each side encircling the top, sides and bottom and one band placed horizontally encircling the ends and sides. One end is to be lag bolted to allow for ease of entry at destination and for Canada Customs inspection.

7) All items stuffed in liftvans must be tagged in numerical sequence and annotated on the inventory.

8) All items that are oversized and unable to fit into a liftvan are to be properly protected through special packing or crating and properly blocked and braced in the sea container.

9) All liftvans in sea containers are to be properly blocked and braced to prevent movement within the container.

10) Loading shall include removing from the owner's premises all empty containers, packing materials, and other debris accumulated incident to packing and loading.

11) All oversized goods that do not fit in liftvans to be moved shall be carried inside a truck. The carriage of any items outside the van (e.g., on tailgate) is expressly prohibited.

12) The agent shall exercise skill and judgment in utilizing proper handling equipment for loading household goods and shall properly protect the residence during the loading operation. The carrier shall be liable for actual property damage replacement/repair costs.

13) The agent shall use all reasonable precautions to protect all goods from damage by weather while they are being moved from the residence into liftvans.

D) Servicing Articles/Appliances:

1) It shall be the responsibility of the Offeror to advise the employee in writing which articles or appliances of a mechanical or electrical nature require servicing and/or certification of being in working order prior to shipment.

2) The Offeror must notify, in writing, the employee of consequences of storing for a long period some appliances. The notice must be in writing and signed by employee. The Offeror must retain a signed copy of this notice from the employee.

3) The list of articles or appliances includes, but is not limited to: clocks, pianos, stereo equipment, computers, TVs, household appliances, power tools, radios, microwave ovens and electric ovens.

4) The Offeror shall be responsible for the full repair or replacement costs of items where no notice was given, and where there is no apparent damage and where the damage is not attributed to inherent vice, gradual deterioration or wear and tear.

E) Limitation:

1) Non-admissible Items:

The agent is not to pack and transport the following non-admissible items:

a) ammunition;

b) dangerous materials, such as flammable and combustible liquids, compressed gases, corrosive materials, explosive, flammable solids, magnetized material, oxidizing material, poison, radioactive materials, noxious or irritating substances, shall not be packed or included with F&E. The following are examples of prohibited articles:

- i) strike anywhere matches;
- ii) cigarette lighters;
- iii) lighter fluid;
- iv) photo flashbulbs;
- v) shaving lotions;
- vi) nail polish and remover;
- vii) metal aerosol cans (except personal toiletries);
- viii) lithium batteries and wet cell, spillable batteries;
- ix) fuel (liquid or solid including firewood);

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- x) propane tanks and SCUBA diving tanks (SCUBA tanks may be accepted provided the employee empties the tanks, removes the pressure valve located at the neck of the tank and installs a dust cap);
 - xi) aircraft, gliders, ultra-lights, micro-lights, and associated parts;
 - xii) building material exceeding 100 lbs and hobby material including rocks forming part of lapidary hobby exceeding 500 lbs. (Only one package, box, crate, carton of building material up to 100 lbs is authorized for shipment. Hobby material up to 500 lbs is authorized for shipment.);
 - xiii) empty bottles (exclusive of preserving jars and hobby collections);
 - xiv) opened bottles of food stuffs or liquor/wine;
 - xv) farm or construction equipment;
 - xvi) outdoor barbecues (brick cement or stone);
 - xvii) patio stones and rocks;
 - xviii) portable buildings (except metal sheds up to 12' x 12' x 8'). Item must be completely knocked down by the employee if required by the agent;
 - xix) fences;
 - xx) trailers;
 - xxi) major private motor vehicle assemblies/large components exceeding 100 lbs. (only one package, box, crate, carton up to 100 lbs is authorized for movement and only on a cwt basis); and,
 - xxii) items restricted by Agriculture Canada.

NOTE: The employee is responsible prior to shipment for the draining of internal combustion engine fuel tanks, e.g., lawnmowers and for the draining of water beds. The employee is responsible for ensuring the gas tank of the automobile is less than 1/4 full and the mover must confirm same by completing a dangerous goods declaration for the shipment of automobiles.

It is recommended that the Offeror verify with freight forwarders on current standards for the prohibition of certain items being shipped and notify DFAIT as to any updates.

2) Non-Admissible Services:

- a) cleaning;
- b) connecting and disconnecting appliances;
- c) conversion of appliances;
- d) dismantling and reassembling swing sets, garden, patio furniture and other outdoor apparatus including boats, watercraft, metal sheds up to 12' x 12' x 8', draining and filling waterbeds;
- e) draining and filling internal combustion engine fuel tanks;
- f) extra pick-up and delivery;
- g) fumigation;
- h) moth proofing;
- i) removing or installing valance boxes, curtain rods, wall hooks or pictures, clocks, etc.;
- j) taking up or putting down wall to wall carpets, hall runners, etc., and;
- k) if the Offeror is requested to move or store at public expense any non-admissible item, he is responsible for reporting the matter immediately to DFAIT. Failure to do so may result in DFAIT requiring reimbursement for any expenses arising from the moving or storing of items declared to be non-admissible.