

**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

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet RELOCATION SERVICES	
Solicitation No. - N° de l'invitation E60LM-110012/H	Date 2014-03-28
Client Reference No. - N° de référence du client E60LM-110012	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZL-109-27473	
File No. - N° de dossier 109z1.E60LM-110012	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-05-08	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: Stephen, Renee	Buyer Id - Id de l'acheteur 109z1
Telephone No. - N° de téléphone (819) 956-6973 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

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

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

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PART 1 - GENERAL INFORMATION

1. 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, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Financial Capability and HG & E Replacement Cost Protection and PMV Protection Coverage: 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 Presentation of Business Distribution Proposal, Technical Criteria, Certifications Precedent to Contract Award, and Certifications Required Subsequent to Services Commencement.

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

2. 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 01 October 2014 to 30 September 2016 with an irrevocable option on the part of Canada to extend the period of the contracts by up to four additional one year options.

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

Solicitation No. - N° de l'invitation

E60LM-110012/H

Amd. No. - N° de la modif.

File No. - N° du dossier

109zIE60LM-110012

Buyer ID - Id de l'acheteur

109zI

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

E60LM-110012

CCC No./N° CCC - FMS No/ N° VME

3. Debriefings

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. 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 (2014-03-01), 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. 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. Former Public Servant

Contracts awarded to 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 spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below before contract award.

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 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 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.

If the answer to the question and, as applicable, the information are not submitted in or with 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.

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 Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive 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; and

g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

If the answer to the question and, as applicable, the information are not submitted in or with 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.

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 Applicable Taxes.

4. 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.

5. 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.

6. 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. Bid Preparation Instructions

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

- Section I: Technical Bid (5 hard copies and 1 soft copy on CD);
- Section II: Presentation of Business Distribution Proposal (3 hard copies and 1 soft copy on CD);
- Section III: Certifications (2 hard copies); and
- Section IV: Additional Information (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 Section II, Presentation of 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](#).

To assist Canada in reaching its objectives, bidders should :

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and 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 Bidders must submit their financial bid in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.
- 1.2 Bidders must submit their rates FOB destination; customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- 1.3 When preparing their financial bid, bidders should review the basis of payment in Annex B and clause 1.2, Financial Evaluation, of Part 4.
- 1.4 Bidders should include the following information in their financial bid:
 1. Their legal name;
 2. Their Procurement Business Number (PBN); and
 3. The name of the contact person (including this person's mailing address, phone and facsimile numbers and 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.
- 1.5 SACC Manual Clauses

C3011T(2010-01-11), Exchange Rate Fluctuation

Section III: Certifications

In Section III of their bid, Bidders should provide the certifications required under Part 5 and, as applicable, any related documentation.

Section IV: Additional Information

In Section IV of their bid, Bidders should provide:

- For Part 2, article 3, Former Public Servant: the required answer to each question and, as applicable, the required information.

ATTACHMENT 1 to PART 3 PRESENTATION OF BUSINESS DISTRIBUTION PROPOSAL

1.0 The Bidder shall provide firm all-inclusive rates applicable for each of the two years (1 October 2014 to 31 September 2016) of any Resulting Contract as indicated below.

2.0 The inclusion of annual volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

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

3.0 The rates will be based on a total net weight basis using per hundred weight (cwt) units unless otherwise specified.

4.0 The Bidder must provide a rate in every cell of all tables. If no rate or a zero is provided, the Contractor will be expected to provide this service, in accordance with the Statement of Work, At no cost to Canada.

5.0 Evaluation of Proposals

5.1 There are three (3) 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 - Service Rates
- Section 3 - Additional Charges

5.2 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.

5.3 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:

- i. Complete the financial evaluation tables as outlined in 5.6 below.
- ii. Bidders will be ranked based on a point-system derived from the rates bid in the financial evaluation as well as that outlined in Technical Criteria. The Bidders will be given the opportunity to select their business volume (within parameters) based on their ranking order and the remaining percentages of business available.
- iii. Moves accessible only by Third Party Service Providers are not included in the business distribution although associated long term storage (LTS) and local/long haul moves (Loc/LHM) may be included.

5.4 Bid Constraints

Bidders may not receive any more than 45% of the total annual business volume. Business volumes may be adjusted subject to the Value Index Process.

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

5.5 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.

5.6 Financial Evaluation

5.6.1 Bidders must provide rates for the following:

- General All-Inclusive Moving Service Rate (GAMS) for moves originating in Canada;
- Surcharge for moves originating in the United States;
- Replacement Cost Protection (RCP) for HG & E;
- Long-term storage (LTS)
- Movement of Personal Motor Vehicles;
- Storage-in-transit (SIT);
- Storage-in-Van (SIV);
- Warehouse handling in and out;
- Hourly rates;
- Re-pack after Customs Check;
- Cartage (out of SIT only); and
- Moves involving Third Party Service Providers (GAMS3PSP):
 - Transport by air;
 - Transport by water; and
 - Transport by rail.

5.6.2 Each rate table is assigned a weighting with the maximum number of points allotted to the Bidder with the lowest overall price *in that table*. All other Bidders will be allotted points pro-rated against the lowest Bidder's rate.

Rate Table	Maximum Points
GAMS	26
Surcharge for moves originating in the US	8
RCP for HG & E	6
Long-Term Storage (LTS)	12
Movement of Personal Motor Vehicles (PMV)	6
PMV Protection Coverage	4
Storage-in-Transit (SIT)	4
Storage-in-Van (SIV)	4
Warehouse Handling In/Out	4
Hourly Rate	4
Re-pack	2
Cartage	4
GAMS3PSP: Air	9
GAMS3PSP: Water	5
GAMS3PSP: Rail	2

Example:

The overall calculated price for the GAMS table for Bidders 1, 2, and 3 are as follows:

Bidder 1: \$3,500,000

Bidder 2: \$5,000,000

Bidder 3: \$4,000,000

As Bidder 1 has the lowest overall price for the GAMS table, they will be allotted the maximum points available (26) and the other Bidders' points will be allotted on a pro-rated basis against Bidder 1 price:

	Bidders		
	Bidder 1	Bidder 2	Bidder 3
Overall price for GAMS table	3,500,000	5,000,000	4,000,000
Calculation	$3,500,000/3,500,000$ $\times 26$	$3,500,000/5,000,000$ $\times 26$	$3,500,000/4,000,000$ $\times 26$
Points Alloted	26	18.2	22.75

- 5.6.3 The Bidder with the most points out of 100 will have their choice of percentage of business volume up to the maximum of 45%. 3-Bidder, 4-Bidder, and 5-Bidder scenarios are explained in 5.7.
- 5.6.4 In the event of a tie, ranking will be determined by the points awarded in the Point-Rated Technical Criteria.
- 5.6.5 In the event that 100% business volume is not achieved, the remaining moves will be allocated as a proportional increase (an example is provided in the 3-Bidder model).

5.6.6 The GAMS3PSP rates will be bid separately but are tied to the points scheme for the financial evaluation, as GAMS and LTS may be associated with these moves. The lowest priced bidder for GAMS3PSP that is party to the contract will be awarded 100% of the moves; this will allow the Contractor to build relationships with Third Party Service Providers and coordinate moves into and out-of a given location. Business of these distribution for the remaining service area will not be impacted by award moves.

Table 1 General All-Inclusive Moving Services (GAMS) Moves Originating in Canada and in the United States (CDN\$):

GAMS will be evaluated using the following formula:

$$\text{Bidder's Rate} \times \text{number of moves} \times \text{average weight} / 100 = \$xx.xx$$

Example:

For the cell that is situated at 901-1000 miles and 4001-5000 lbs, the volume of moves is 43 and the average weight is 4,500 lbs. If a Bidder's rate is \$82.00, the evaluation will be as follows:

$$\$82.00 \times 43 \times 4,500 \text{ lbs} / 100 = \$158,670.00$$

The rate calculated in each cell will be added together to get the final overall total, which will then be used for the allotment of points.

* Please see tables attached at the end of this document.

Table 2 Surcharge for moves to/from or Intra-U.S

All Inclusive surcharge rate applied per move order of HG & E to moves to or from the US or between points in the US.

Surcharge for Moves in the US			
Category	Weight/year (a)	Surcharge Rate per CWT(USD) (b)	Total ([a/100] x b)
Moves to/from or between locations in the US	2,544,835	\$xx.xx	\$xx.xx
Overall Total			\$xx.xx

Table 3 RCP for HG & E

Insurance rate for shipments of HG & E up to 10, 000 lbs inclusive and for shipments over 10, 000 lbs.

RCP for HG & E			
Coverage up to 10,000 lbs inclusive			
Category	Weight of Goods Shipped (for evaluation purposes only) (a)	Insurance Rate/CWT (CDN/USD) (b)	Total ([a/100] x b)
RCP Coverage - up to 10, 000 lbs inclusive (up to \$100,000 coverage)	42,005,830	\$xx.xx	\$xx.xx
Coverage over 10,000 lbs			
Category	Value of Goods Shipped (for evaluation purposes only)	Insurance Rate/\$1,000 Value (CDN/USD)	Total ([a/1000] x b)
RCP Coverage - in increments of \$1,000 over \$100,000 (over 10,000 lbs)	Appraised Value 60,750,112 x \$10.00 =\$607,501,120.00	\$xx.xx	\$xx.xx
Overall Total			\$xx.xx

Table 4 Long-Term Storage (LTS)

All Inclusive monthly price for Long-Term Storage (including RCP) for each hundred pounds of material that is in storage.

Long-Term Storage (LTS)			
Schedule	LTS Rate per CWT per month (CDN) (a)	Total LTS weight/year (lbs) (b)	Total Price for LTS (a x [b/100])
A	\$xx.xx	66,134	\$xx.xx
B	\$xx.xx	3,240,568	\$xx.xx
Overall Total			\$xx.xx

Table 5 Movement of Personal Motor Vehicles (PMV)

Total Prices for moving vehicles by class.

Personal Motor Vehicles (PMV)							
Distance (miles)	Volumes for Class 1 (a)	Rate for Class 1 (CDN/USD) (b)	Volumes for Class 2 (c)	Rate for Class 2 (CDN/USD) (d)	Volumes for Class 3 (e)	Rate for Class 3 (CDN/USD) (f)	Total Price for Vehicle Moves (a x b) + (c x d) + (e x f)
1-150	9	\$xx.xx	4	\$xx.xx	5	\$xx.xx	\$xx.xx
151-500	59	\$xx.xx	24	\$xx.xx	35	\$xx.xx	\$xx.xx
501-1000	156	\$xx.xx	62	\$xx.xx	93	\$xx.xx	\$xx.xx
1001-2000	198	\$xx.xx	79	\$xx.xx	119	\$xx.xx	\$xx.xx
2001-3000	437	\$xx.xx	175	\$xx.xx	262	\$xx.xx	\$xx.xx
3001-3500	150	\$xx.xx	50	\$xx.xx	170	\$xx.xx	\$xx.xx
3501 & over	50	\$xx.xx	10	\$xx.xx	20	\$xx.xx	\$xx.xx
Overall Total							\$xx.xx

Table 6 PMV Protection Coverage

Insurance rate per \$1,000 in value.

PMV Protection Coverage			
Category	Value of Goods Shipped (for evaluation purposes only) (a)	Insurance Rate/\$1,000 Value (CDN/USD) (b)	Total ((a/1000) x b)
PMV Protection Coverage	Appraised Value \$25,741,000.00	\$xx.xx	\$xx.xx
Overall Total			\$xx.xx

Table 7 Storage-in-Transit (SIT)

All Inclusive daily price for each hundred pounds of material that is waiting in transit.

Storage-in-Transit (SIT)				
SIT up to 120 days				
Schedule	SIT Rate per CWT per day (CDN/USD) (a)	Total SIT weight/year (lbs) (b)	Average number of days in SIT (c)	Total Price for SIT (a x [b/100] x c)
A	\$xx.xx	88,009	22	\$xx.xx
B	\$xx.xx	14,164,344	22	\$xx.xx
SIT over 120 days (including RCP)				
Schedule	SIT Rate per CWT per day (CDN/USD) (a)	Total SIT weight/year (lbs) (b)	Average number of days in SIT (c)	Total Price for SIT (a x [b/100] x c)
A	\$xx.xx	8,285	153	\$xx.xx
B	\$xx.xx	40,359	153	\$xx.xx
Overall Total				\$xx.xx

Table 8 Storage-in-Van (SIV)

All Inclusive daily price for holding storage in van

Storage-in-Van (SIV)			
SIV Rate per CWT per day (CDN/USD) (a)	Total SIV weight/year (lbs) (b)	Average number of days in SIV (c)	Total Price for SIV (a x [b/100] x c)
\$xx.xx	9,321,795	5	\$xx.xx
Overall Total			\$xx.xx

Table 9 Warehouse Handling In/Out

All Inclusive handling fees for each hundred pounds of material for each occurrence of being placed in or removed from a warehousing facility.

Warehouse Handling In/Out			
Schedule	WHSE In/Out Handling Rate per CWT(CDN/USD) (a)	Total WHSE In/Out weight/year (lbs) (b)	Total Price for WHSE In/Out (a x [b/100])
A	\$xx.xx	309,598	\$xx.xx
B	\$xx.xx	15,793,103	\$xx.xx
Overall Total			\$xx.xx

Table 10 Hourly Rates

All-inclusive hourly rates for labour if a move is delayed by Canada on pack or load day. The Contractor will invoice based on the minimum hours legislation for each province or territory for moves within Canada and to US. For moves from US, the Contractor will invoice based on the minimum hours legislation of the origin State; in the absence of legislation the minimum hours legislated in Ontario will be used.

With regard to waiting time beyond the three hours included in the GAMS, the all-inclusive hourly rate for a vehicle will be applied.

Hourly Rates			
Hourly Rate for Vehicle plus driver			
Schedule	Hourly Rate/Vehicle and driver (CDN/USD) (a)	Hours (b)	Total (a x b)
A	\$xx.xx	3	\$xx.xx
B	\$xx.xx	3,730	\$xx.xx
Hourly Rate for Additional personnel			
Schedule	Hourly Rate/Additional person (CDN/USD) (a)	Hours (b)	Total (a x b)
A	\$xx.xx	3	\$xx.xx
B	\$xx.xx	125	\$xx.xx
Overall Total			\$xx.xx

Table 11 Re-Pack after Customs Inspection

Rate per each hundred pounds of material to be re-packed after customs inspections.

Re-Pack after Customs Inspection			
Number of Moves	Rate per CWT (CDN/USD) (a)	Weight/year(lbs) (b)	Total (a x [b/100])
10	\$xx.xx	13,703	\$xx.xx
Overall Total			\$xx.xx

Table 12 Cartage (out of SIT only)

All-inclusive rate for each hundred pounds of material transported for SIT to residence. The cartage rate will be charged in addition to warehouse handling.

Cartage			
Schedule	Cartage Rate per CWT (CDN/USD) (a)	Total Cartage Weight/year (lbs) (b)	Total (a x [b/100])
A	\$xx.xx	88,009	\$xx.xx
B	\$xx.xx	4,312,455	\$xx.xx
Overall Total			\$xx.xx

Table 13 Moves involving Third Party Service Providers (GAMS3PSP):

All Inclusive price for each hundred pounds of material that is transported by Air, Water, and Rail. The GAMS3PSP rate is applied to the Third Party Service Provider portion of shipments as per Appendix 1, Rule 14 in addition to the GAMS rate.

Moves involving Third Party Service Providers (GAMS3PSP)			
Mode of transport	Total weight/year by mode (lbs) (a)	Rate per CWT (CDN\$) (b)	Total (a x [b/100])
Air	608,557	\$xx.xx	\$xx.xx
Water	66,551	\$xx.xx	\$xx.xx
Rail	29,400	\$xx.xx	\$xx.xx
Overall Total			\$xx.xx

5.7 Business Distribution

5.7.1 3 - Bidder Model

Financial Evaluation Scores			
	Bidder 1	Bidder 2	Bidder 3
GAMS	23	18	26
US Surcharge	6	7	8
RCP	5	6	4
Long-Term Storage (LTS)	10	12	9.5
Personal Motor Vehicles (PMV)	6	5	4
PMV Protection Coverage	4	2	3
Storage-in-Transit (SIT)	3	2	4
Storage-in-Van (SIV)	3	2	4
Warehouse Handling In/Out	2	4	2.5
Hourly Rate	4	3	2
Re-pack	1	2	1.5
Cartage	3	4	3.5
GAMS3PSP: Air	4	7	9
GAMS3PSP: Water	3.5	5	3
GAMS3PSP: Rail	2	1.5	1
Total	79.5	80.5	85
Rank	3	2	1

Moves involving Third Party Service Providers:

3PSP Financial Evaluation Scores			
	Bidder 1	Bidder 2	Bidder 3
GAMS3PSP: Air	4	7	9
GAMS3PSP: Water	3.5	5	3
GAMS3PSP: Rail	2	1.5	1
Total	9.5	13.5	13
Rank	3	1	2

Example 1:

The first ranked Bidder (Bidder 3) will be able to choose the volume of business they are able to accommodate up to 45%.

The second ranked Bidder (Bidder 2) will be able to choose the volume of business they are able to accommodate up to 45%.

The third ranked Bidder (Bidder 1) will be able to choose the volume of business they are able to accommodate up to 10%.

Bidder 3 chooses 45%

Bidder 2 chooses 45%

Bidder 1 chooses 10%

100% of the business is awarded.

As Bidder 2 is the first ranked Bidder for the Moves involving Third Party Service Providers, they will receive 100% of these moves.

Results:

Bidder 3 - 45% business volume

Bidder 2 - 45% business volume + 3PSP moves

Bidder 1 - 10% business volume

Example 2:

In cases where a Bidder decides they cannot accommodate the offered percentage volume of business in full, the next ranked Bidder will be offered the remaining percentage as well as the allotted percentage to a maximum of 45%.

Bidder 3 is offered 45% but can only accommodate 35% (10% remains).

Bidder 2 is offered 45% and decides they can accommodate the full 45%.

Bidder 1 is offered 20% (10% + 10% remaining from Bidder 3) and decides they can accommodate the full volume.

Results:

Bidder 3 - 35% business volume

Bidder 2 - 45% business volume + 3PSP moves

Bidder 1 - 20% business volume

Example 3:

If, after the first round, 100% business volume is not achieved, remaining percentages will be offered in a second round:

Bidder 3 is offered 45% but can only accommodate 35% (10% remains).

Bidder 2 is offered 45% but decides they can only accommodate 30% (25% remains - 10% from Bidder 3 and 15% from Bidder 2).

Bidder 1 is offered 35% (10% + 25% remaining from Bidder 3 and Bidder 2) and decides they can only accommodate 25% (10% remains).

Round 2:

As the maximum business volume per Bidder is 45%, Bidder 3 will be offered the additional 10% first with any remaining percentages being offered to the next ranked Bidders:

Bidder 3 is offered the additional 10% but can only accommodate 2% more (8% remains), therefore their business volume will be 37%.

Bidder 2 is offered the remaining 8% and decides they can accommodate an additional 3%, their business volume will be 33%.

Bidder 1 is offered an additional 5% and decides they can accommodate this; their business volume will be 30%.

Results:

Bidder 3 - 37% business volume

Bidder 2 - 33% business volume + 3PSP moves

Bidder 1 - 30% business volume

5.7.2 4 - Bidder Model

Financial Evaluation Scores				
	Bidder 1	Bidder 2	Bidder 3	Bidder 4
GAMS	25	17	22	18
US Surcharge	6	7	8	5
RCP	4.5	6	5	4
Long-Term Storage (LTS)	9	12	10	11
Personal Motor Vehicles (PMV)	4	5	6	4.5
PMV Protection Coverage	4	2.5	3	2
Storage-in-Transit (SIT)	2.5	2	3.5	4
Storage-in-Van (SIV)	3	2	4	1
Warehouse Handling In/Out	2	1	4	3
Hourly Rate	2.5	4	2	1.5
Re-pack	1	2	1.5	0.5
Cartage	4	3	3.5	2.5
GAMS3PSP: Air	9	7	6	5
GAMS3PSP: Water	2	5	3	4
GAMS3PSP: Rail	1	1.5	2	0.5
Total	79.5	77	83.5	66.5
Rank	2	3	1	4

Moves involving Third Party Service Providers:

3PSP Financial Evaluation Scores				
	Bidder 1	Bidder 2	Bidder 3	Bidder 4
GAMS3PSP: Air	9	7	6	5
GAMS3PSP: Water	2	5	3	4
GAMS3PSP: Rail	1	1.5	2	0.5
Total	12	13.5	11	9.5
Rank	2	1	3	4

Example 1:

The first ranked Bidder (Bidder 3) will be able to choose the volume of business they are able to accommodate up to 45%.

The second ranked Bidder (Bidder 1) will be able to choose the volume of business they are able to accommodate up to 45%.

The third ranked Bidder (Bidder 2) will be able to choose the volume of business they are able to accommodate up to 10%.

Bidder 3 chooses 45%

Bidder 1 chooses 45%

Bidder 2 chooses 10%

100% of the business is awarded; as no business volume remains, the fourth ranked Bidder will not be offered a percentage.

As Bidder 2 is the first ranked Bidder for the Moves involving Third Party Service Providers, they will receive 100% of these moves.

Bidder 3 - 45% business volume

Bidder 1 - 45% business volume

Bidder 2 - 10% business volume + 3PSP moves

Example 2:

Bidder 3 is offered 45% but can only accommodate 35% (10% remains).

Bidder 1 is offered 45% and decides they can only accommodate 30% (25% remains - 10% from Bidder 3 and 15% from Bidder 1).

Bidder 2 is offered 35% (10% + 25% remaining from Bidder 3 and Bidder 1) and decides they can only accommodate 15%.

Bidder 3 chooses 35%

Bidder 1 chooses 30%

Bidder 2 chooses 15%

There is 20% business remaining to be distributed.

The fourth ranked Bidder (Bidder 4) will be able to choose the volume of business they are able to accommodate up to 20% and decides they can accommodate the full volume.

Results:

Bidder 3 - 35% business volume
Bidder 1 - 30% business volume
Bidder 2 - 15% business volume + 3PSP moves
Bidder 4 - 20% business volume

Example 3:

If, after the first round, 100% business volume is not achieved, remaining percentages will be offered in a second round:

Bidder 3 is offered 45% but can only accommodate 30% (15% remains).

Bidder 1 is offered 45% but decides they can only accommodate 25% (35% remains - 15% from Bidder 3 and 20% from Bidder 1).

Bidder 2 is offered 45% (10% + 35% remaining from Bidder 3 and Bidder 1) and decides they can only accommodate 15% (30% remains).

Bidder 4 is offered 30% (remaining from Bidder 2) and decides they can only accommodate 25% (5% remains)

Round 2:

As the maximum business volume per Bidder is 45%, Bidder 3 will be offered the additional 5% first with any remaining percentages being offered to the next ranked Bidders:

Bidder 3 is offered the additional 5% but can only accommodate 2% more (3% remains), therefore their business volume will be 32%.

Bidder 1 is offered the remaining 3% and decides they can accommodate an additional 2% (1% remains), their business volume will be 27%.

Bidder 2 is offered an additional 1% and decides they can accommodate this; their business volume will be 16%.

Results:

Bidder 3 - 32% business volume
Bidder 1 - 27% business volume
Bidder 2 - 16% business volume + 3PSP moves
Bidder 4 - 25% business volume

5.7.3 5 - Bidder Model

Financial Evaluation Scores					
	Bidder 1	Bidder 2	Bidder 3	Bidder 4	Bidder 5
GAMS	21.5	18.5	26	20	22.5
US Surcharge	5	4	8	6	7
RCP	6	4	5.5	5	4.5
Long-Term Storage (LTS)	8.5	12	8	10	9
Personal Motor Vehicles (PMV)	5	4	5.5	6	3
PMV Protection Coverage	2.5	2	4	3	3.5
Storage-in-Transit (SIT)	4	3.5	3	2.5	2
Storage-in-Van (SIV)	3	2	3.5	2.5	4
Warehouse Handling In/Out	2.5	2	1.5	1.25	4
Hourly Rate	1.5	2	2.5	4	3
Re-pack	0.5	2	1.5	1	1.75
Cartage	2.5	2	3.5	3	4
GAMS3PSP: Air	9	6	5	7	6.5
GAMS3PSP: Water	2	2.5	5	3	4
GAMS3PSP: Rail	1.75	2	1.5	1	0.5
Total	75.25	68.5	84	75.25	79.25
Rank	Tie	5	1	Tie	2

As Bidder 1 and Bidder 4 are tied for third place, ranking will be determined by the points awarded in the Point-Rated Technical Criteria:

	Bidder 1	Bidder 4
Points Awarded in Point-Rated Technical Criteria	188	200
Rank	2	1
Rank for Financial Evaluation	4	3

Moves involving Third Party Service Providers:

3PSP Financial Evaluation Scores					
	Bidder 1	Bidder 2	Bidder 3	Bidder 4	Bidder 5
GAMS3PSP: Air	9	6	5	7	6.5
GAMS3PSP: Water	2	2.5	5	3	4
GAMS3PSP: Rail	1.75	2	1.5	1	0.5
Total	12.75	10.5	11.5	11	11
Rank	1	5	2	Tie	Tie

Example 1:

The first ranked Bidder (Bidder 3) will be able to choose the volume of business they are able to accommodate up to 45%.

The second ranked Bidder (Bidder 5) will be able to choose the volume of business they are able to accommodate up to 45%.

The third ranked Bidder (Bidder 4) will be able to choose the volume of business they are able to accommodate up to 10%.

Bidder 3 chooses 45%

Bidder 5 chooses 45%

Bidder 4 chooses 10%

100% of the business is awarded.

Bidder 1 is the first ranked Bidder for the Moves involving Third Party Service Providers; however, as 100% business volume was achieved before a percentage was offered to Bidder 1 (ranked 4th), the Moves involving Third Party Service Providers must go to the second ranked Bidder for that table (i.e. Bidder 3).

Results:

Bidder 3 - 45% business volume + 3PSP moves

Bidder 5 - 45% business volume

Bidder 4 - 10% business volume

Example 2:

Bidder 3 is offered 45% but can only accommodate 35% (10% remains).

Bidder 5 is offered 45% and decides they can only accommodate 30% (25% remains - 10% from Bidder 3 and 15% from Bidder 5).

Bidder 4 is offered 35% (10% + 25% remaining from Bidder 3 and Bidder 5) and decides they can only accommodate 15%.

Bidder 3 chooses 35%

Bidder 5 chooses 30%

Bidder 4 chooses 15%

There is 20% business remaining to be distributed.

The fourth ranked Bidder (Bidder 1) will be able to choose the volume of business they are able to accommodate up to 20% and decides they can accommodate the full volume.

Results:

Bidder 3 - 35% business volume

Bidder 5 - 30% business volume

Bidder 4 - 15% business volume

Bidder 1 - 20% business volume + 3PSP moves

Example 3:

Bidder 3 is offered 45% but can only accommodate 30% (15% remains).

Bidder 5 is offered 45% but decides they can only accommodate 25% (35% remains - 15% from Bidder 3 and 20% from Bidder 5).

Bidder 4 is offered 45% (10% + 35% remaining from Bidder 3 and Bidder 5) and decides they can only accommodate 15% (30% remains).

Bidder 1 is offered 30% (remaining from Bidder 4) and decides they can only accommodate 15% (15% remains)

The fifth ranked Bidder (Bidder 2) will be able to choose the volume of business they are able to accommodate up to 15% and decides they can accommodate the full volume.

Results:**Bidder 3 - 30% business volume****Bidder 5 - 25% business volume****Bidder 4 - 15% business volume****Bidder 1 - 15% business volume + 3PSP moves****Bidder 2 - 15% business volume**

Example 4:

Bidder 3 is offered 45% but can only accommodate 30% (15% remains).

Bidder 5 is offered 45% but decides they can only accommodate 30% (30% remains - 15% from Bidder 3 and 15% from Bidder 5)

Bidder 4 is offered 40% (10% + 30% remaining from Bidder 3 and Bidder 5) and decides they can only accommodate 20% (20% remains).

Bidder 1 is offered 20% (remaining from Bidder 4) and decides they can only accommodate 15% (5% remains)

Bidder 2 is offered 5% but decides they do not want only 5% volume; therefore, the remaining percentages will be offered in a second round.

Round 2:

As 5% remains to make 100% coverage, Bidder 3 will be offered the additional 5%. However, should Bidder 3 decide they cannot accommodate the additional amount in full, the next ranked Bidder will get the remaining percentage.

Bidder 3 is offered an additional 5% but can only accommodate 2% (3% remains), therefore their business volume will be 32%.

Bidder 5 is offered the remaining 3% and decides they can accommodate the full 3%, their business volume will be 33%.

100% coverage has been achieved.

Results:**Bidder 3 - 32% business volume****Bidder 5 - 33% business volume****Bidder 4 - 20% business volume****Bidder 1 - 15% business volume + 3PSP moves**

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

1.1.2 Point Rated Technical Criteria

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

1.2 Financial Evaluation

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

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

2. 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;
- (b) meet all mandatory evaluation criteria; and
- (c) obtain the required minimum number of points for RT1.1 to RT13.1 inclusive and obtain the minimum overall score as specified in Attachment 1 to Part 4 for the point rated technical criteria.

2.1.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive. Responsive bids will be ranked in descending order of evaluated scores; the responsive bid with the highest evaluated score being ranked first. Of the highest ranked responsive bids in descending order of evaluated

scores, up to 5 will be recommended for award of a contract. In the event two or more responsive bids have the same highest evaluated score, these bids will be ranked in

Solicitation No. - N° de l'invitation

E60LM-110012/H

Amd. No. - N° de la modif.

File No. - N° du dossier

109z1E60LM-110012

Buyer ID - Id de l'acheteur

109z1

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

E60LM-110012

CCC No./N° CCC - FMS No/ N° VME

descending order of the overall scores obtained for all the point rated technical criteria detailed in Attachment 1 to Part 4; the responsive bid obtaining the highest overall score being ranked the highest.

ATTACHMENT 1 to PART 4 TECHNICAL CRITERIA

1. 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.

Note: With regard to experience requirements relative to MT4, overlapping timeframes submitted as experience will not be double counted.

Example: Jun 2006 – Dec 2007 and June 2007 – Sept 2008.

With regard to the example, the timeframes – if counted separately – would equate to 33 months or 2 years, 9 months:

Jun 2006 – Dec 2007 = 18 months

June 2007 – Sept 2008 = 15 months

As the 6 month overlap will not be counted twice, the months of experience will be 27 months or 2 years, 3 months.

Table 1		
MT1 - Bidder Independence		
Number	Mandatory Technical Criteria	Bid Preparation Instructions
MT1.1	The Bidder must demonstrate independent financial and administrative controls.	<p>In order to demonstrate independent financial and administrative controls, Bidders must demonstrate they have the following:</p> <ul style="list-style-type: none"> a) a dedicated national director, not affiliated with any other bidder; b) a separate and distinct head office in Canada; c) a separate and distinct dispatch/operations facility; d) a separate and distinct claims settlement function; e) separate and distinct financial controls systems; and f) separate and distinct communications systems.

Table 2

MT2 - Major Account References

Number	Mandatory Technical Criteria	Bid Preparation Instructions
MT2.1	The Bidder must have provided (within the last 5 years from the bid closing date) delivery of long haul move services within Continental North America over a consecutive 2 - year period, that were of a similar level of service and complexity to the Statement of Work.	<p>The Bidder's Technical Bid must demonstrate they have provided (within the last 5 years from the bid closing date) the delivery of long haul move services within Continental North America over a consecutive 2 - year period, that were of a similar level of service and complexity to the Statement of Work, for each of 3 major accounts. For <u>each</u> major account the Bidder must submit:</p> <ul style="list-style-type: none"> a) the name of the major account¹; b) the number of long haul moves per consecutive year; c) a detailed description of the Bidder's role in the account; d) brief description of the level and complexity of the services provided²; e) start and end date the services were provided (month/year); and f) name, title and telephone numbers of major account contact person.

Notes:

1) Major account is defined as an account that is arm's length from the Bidders organization with a total of over 200 moves of HG&E per year.

2) Similar level of service is as per the requirements outlined in the Statement of Work and complexity is defined as each of the Bidder's major accounts having completed at least 200 moves of HG&E per year including at least 50 HG&E and 20 PMV moves completed with travel distances greater than 500 miles from origin to destination.

Table 3a

MT3 - Core Centres

Number	Mandatory Technical Criteria	Bid Preparation Instructions
MT3.1	<p>The Bidder must have (at time of bid closing) a presence within a 150 mile radius of each of following 25 core centres:</p> <ul style="list-style-type: none"> Barrie, Ontario Charlottetown, Prince Edward Island Cold Lake, Alberta Comox, British Columbia Edmonton, Alberta Fredericton, New Brunswick Greenwood, Nova Scotia Halifax, Nova Scotia Kelowna, British Columbia Kingston, Ontario Montreal, Quebec Ottawa/Gatineau Petawawa, Ontario Prince George, British Columbia Quebec City, Quebec Regina, Saskatchewan Saguenay, Quebec Shilo, Manitoba Surrey, British Columbia Toronto, Ontario Trenton, Ontario Victoria, British Columbia Whitehorse, Yukon Territories Winnipeg, Manitoba Yellowknife, Northwest Territories 	<p>The Bidders Technical Bid must demonstrate the Bidder has (at time of bid closing) a presence¹ within a 150 mile radius of each of the listed 25 core centres by including for each core center the information requested in table 3b below.</p>

Notes:

1) Presence is defined as having an agent or agents within a 150 mile radius of the core centre who are able to provide the services as per the Statement of Work.

Table 3b					
MT3 - Core Centres					
	Barrie, Ontario	Charlottetown, Prince Edward Island	Cold Lake, Alberta	Comox, British Columbia	Edmonton, Alberta
Number of Agents in Core Centre					
Number of moves (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total Weight of HG&E moved (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total lots in LTS as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total moving vans (5 ton or larger) as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total full time employees as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					

Table 3b - continued					
MT3 - Core Centres					
	Fredericton, New Brunswick	Greenwood, Nova Scotia	Halifax, Nova Scotia	Kelowna, British Columbia	Kingston, Ontario
Number of Agents in Core Centre					
Number of moves (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total Weight of HG&E moved (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total lots in LTS as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total moving vans (5 ton or larger) as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total full time employees as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					

Table 3b - continued					
MT3 - Core Centres					
	Montreal, Quebec	Ottawa/ Gatineau	Petawawa, Ontario	Prince George, British Columbia	Quebec City, Quebec
Number of Agents in Core Centre					
Number of moves (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total Weight of HG&E moved (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total lots in LTS as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total moving vans (5 ton or larger) as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total full time employees as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					

Table 3b - continued					
MT3 - Core Centres					
	Regina, Saskatchewan	Saguenay, Quebec	Shilo, Manitoba	Surrey, British Columbia	Toronto, Ontario
Number of Agents in Core Centre					
Number of moves (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total Weight of HG&E moved (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total lots in LTS as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total moving vans (5 ton or larger) as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total full time employees as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					

Table 3b - continued					
MT3 - Core Centres					
	Trenton, Ontario	Victoria, British Columbia	Whitehorse, Yukon Territories	Winnipeg, Manitoba	Yellowknife, Northwest Territories
Number of Agents in Core Centre					
Number of moves (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total Weight of HG&E moved (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Core Centre					
Total lots in LTS as an aggregate of the agents in the Core Centre(effective Dec 31, 2013)					
Total moving vans (5 ton or larger) as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					
Total full time employees as an aggregate of the agents in the Core Centre (effective Dec 31, 2013)					

Table 4

MT4 - Named Resource (National Director)

Number	Mandatory Technical Criteria	Bid Preparation Instructions
MT4.1	The Bidder must propose 1 qualified named resource as National Director.	<p>The Bidder's Technical Bid must:</p> <p>1) include a detailed resume for the proposed National Director.</p> <p>2) demonstrate the proposed National Director meets the following minimum qualifications:</p> <p>a) has greater than or equal to 5 years experience, within the last 10 years from the bid closing date, in managing major accounts¹ similar in scope, size and complexity to the Statement of Work; and</p> <p>b) has greater than or equal to 2 years experience, within the last 10 years from the bid closing date, as National Director (or equivalent)</p> <p>In order to demonstrate this experience, the Bidder must submit the details of a minimum of two major accounts, managed by the proposed resource, including for <u>each</u> account:</p> <p>i) name of client;</p> <p>ii) brief description of the level and complexity of the services provided²;</p> <p>iii) role of proposed National Director in the major account;</p> <p>iv) term of major account e.g. start date and end date/date of bid closing if account is active; and</p> <p>v) name, title and telephone numbers of major account contact person.</p>

Notes:

1) Major account is defined as an account that is arm's length from the organization of employment for the Named Resource, with a total of over 200 moves of HG&E per year.

2) Similar level of service is as per the requirements outlined in the Statement of Work and complexity is defined as each of the Bidder's major accounts having completed at least 200 moves of HG&E per year including at least 50 HG&E and 20 PMV moves completed with travel distances greater than 500 miles from origin to destination.

2. Point Rated Technical Criteria

2.1 Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

2.2 Rating Table Example

2.2.1 Table 21 - Rating Table, identifies the Point Rated Criteria that this Table is to be used against. An example of its use is as follows:

Example # 1

RT2.1 a) has a maximum 2 points and a minimum points requirement of 1. The Bidder's received information for RT2.1 a) will be evaluated using Table 21 - Rating Table as the Evaluation Rating Guide.

If, in this example, the Consensus evaluation was deemed to be 85% then the points allocated would be 2 points x 85% = 1.7 points.

Table 5a

Summary of Point Rated Criteria

#	Point Rated Technical Criteria	Maximum Number of Points	Required Minimum Number of Points	Percent
RT1	Geographic Coverage	10	5	50
RT2	Claims Process	14	7	50
RT3	Fluctuations in Business Share	35	17.5	50
RT4	Key Positions	20	10	50
RT5	Pre-Move Consultation	12	6	50
RT6	Pre-Pack/Pack	12	6	50
RT7	Loading	12	6	50
RT8	Transportation	12	6	50
RT9	Delivery/Unloading	12	6	50
RT10	Unpacking	12	6	50
RT11	Storage	24	12	50
RT12	Movement of Personal Motor Vehicles	10	5	50
RT13	Moves by Third Party Service Providers	26	13	50
RT14	Comprehensive Land Claims Agreements and Aboriginal Involvement: Use of Aboriginal Resources	15	No minimum	na
RT15	Comprehensive Land Claims Agreements and Aboriginal Involvement: Training and Skills Development	10	No minimum	na

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Table 5b	
Overall Point Requirements	
Overall Minimum Percent Required	70
Overall Maximum Points Available	236
Overall Minimum Points Required	165.2

Table 6a			
RT1 - Geographic Coverage			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT6.1	<p>The Bidder should have (at time of bid closing) a presence within a 150 mile radius of each of following 10 centres:</p> <p>Calgary, Alberta Fort McMurray, Alberta Grande Prairie, Alberta Happy Valley Goose bay, Newfoundland London, Ontario Kamloops, British Columbia Moncton, New Brunswick Saskatoon, Saskatchewan St. John's, Newfoundland Thompson, Manitoba</p>	<p>The Bidder's Technical Bid should demonstrate the Bidder has (at time of bid closing) a presence¹ within a 150 mile radius of each of the listed 10 centres by including for each centre the information requested in table 6b below.</p>	<p>1 point per centre = 10 points.</p> <p>Minimum points required = 5</p>
<p>Notes:</p> <p>1) Presence is defined as having an agent or agents within a 150 mile radius of the centre who are able to provide the services as per the Statement of Work.</p>			
Maximum Points =			10
Minimum Points Required =			5

Table 6b					
RT1 - Geographic Coverage					
	Calgary, Alberta	Fort McMurray, Alberta	Grande Prairie, Alberta	Happy Valley Goose bay, Newfoundland	London, Ontario
Number of Agents in Centre					
Number of moves (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Centre					
Total Weight of HG&E moved (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Centre					
Total lots in LTS as an aggregate of the agents in the Centre (effective Dec 31, 2013)					
Total moving vans (5 ton or larger) as an aggregate of the agents in the Centre (effective Dec 31, 2013)					
Total full time employees as an aggregate of the agents in the Centre (effective Dec 31, 2013)					

Table 6b - continued					
RT1 - Geographic Coverage					
	Kamloops, British Columbia	Moncton, New Brunswick	Saskatoon, Saskatchewan	St. John's, Newfoundland	Thompson, Manitoba
Number of Agents in Centre					
Number of moves (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Centre					
Total Weight of HG&E moved (Jan 1 to Dec 31, 2013) as an aggregate of the agents in the Centre					
Total lots in LTS as an aggregate of the agents in the Centre (effective Dec 31, 2013)					
Total moving vans (5 ton or larger) as an aggregate of the agents in the Centre (effective Dec 31, 2013)					
Total full time employees as an aggregate of the agents in the Centre (effective Dec 31, 2013)					

Table 7			
RT2 - Claims Process			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT7.1	The scope, range and complexity of the Bidders Claims Processing solution as it relates to Annex E, Section 1 (1.6) and Section 2 (2.5).	The Bidder's Technical Bid should describe the scope, range and complexity of the Bidders Claims Processing solution by including a description of:	
		a) the claims initiation/submission procedure including identification of mechanism (e.g. web submission and tracking, paper form submission and tracking) i.e. how a Shipper will be expected to make their claim.	Up to a maximum of 2 points. Minimum points required = 1
		b) how the claim, once submitted, will be handled e.g. are all claims screened and those that are minor handled in house while others are sent to an adjuster.	Up to a maximum of 2 points. Minimum points required = 1
		c) the established procedures to expedite the settlement of claims.	Up to a maximum of 2 points. Minimum points required = 1
		d) the procedures for escalating the level of organizational involvement in order to settle disputed claims.	Up to a maximum of 2 points. Minimum points required = 1
		e) the review process for disputed claims.	Up to a maximum of 2 points. Minimum points required = 1
		f) the procedures for conveying information on the claims process to the Shipper.	Up to a maximum of 2 points. Minimum points required = 1
		g) the flexibility of the claim settlement process to accommodate special cases (e.g. extensions due to training or deployment requirements).	Up to a maximum of 2 points. Minimum points required = 1
		Maximum Points =	
Minimum Points Required =			7

Table 8

RT3 - Fluctuations in Business Share

Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT8.1	The Bidders proposed approach to manage unforecasted increases or decreases to business share ¹ .	<p>The Bidder's Technical Bid should describe the Bidders proposed approach to manage unforecasted increases or decreases to business share by including for <u>each</u> of the seven service areas: pre-move consultation, pre-pack/pack, load, transport, storage, delivery, and unpack a detailed plan that includes:</p> <p>a) how the Bidder will adjust their organization and operations including:</p> <p>i) human resources; ii) material; iii) equipment; iv) facilities; and v) work schedule</p> <p>in order to provide an uninterrupted high service level.</p>	<p>Up to a maximum of 5 points for <u>each</u> service area plan = 35 points (5 pts x 7 service areas):</p> <p>i.e.</p> <p>Max. 5 pts for pre-move consultation</p> <p>Max. 5 pts for pre-pack/pack</p> <p>Max. 5 pts for loading</p> <p>Max. 5 pts for transport</p> <p>Max. 5 pts for storage</p> <p>Max. 5 pts for delivery</p> <p>Max. 5 pts for unpack</p> <p>Minimum points required for <u>each</u> service area plan = 2.5 for a total of 17.5 points.</p>
<p>Notes:</p> <p>Increases or decreases may be due to VI Cycle or fluctuations in moves by the Government of Canada.</p>			
Maximum Points =			35
Minimum Points Required =			17.5

Table 9			
RT4 - Key Positions			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT4.1	The Bidders corporate management structure.	The Bidder's Technical Bid should describe the Bidders corporate management structure, as it relates to this requirement, by including:	
		<p>a) a description of the decision making processes, accountabilities and reporting relationships within the Bidder's organization.</p> <p>The Bidder should provide enough information to discern organizational responsibilities for each of the seven service areas, invoicing, claims processing, and managment including, if relevant, any separate structure for handling GAMS 3PSP moves.</p>	<p>Up to a maximum of 10 points.</p> <p>Minimum points required = 5</p>
		<p>b) a summary of the positions described in (a), including</p> <p>i) duties and responsibilities; and</p> <p>ii) decision-making authority.</p>	<p>Up to a maximum of 10 points.</p> <p>Minimum points required = 5</p>
Maximum Points =			20
Minimum Points Required =			10

Table 10			
RT5 - Pre-Move Consultation			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT5.1	The Bidder's approach to resource availability and resource performance management, related to their Pre-Move Consultation operations.	The Bidder's Technical Bid should describe the Bidder's approach to resource availability and resource performance management, related to their Pre-Move Consultation operations by including:	
		a) A description of the Pre-Move Consultation as per Annex A, Section 2 (2.5) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		b) A description of staffing with regard to the Pre-Move Consultation operation that includes: i) the Bidder's approach to related resource staffing, recruitment and retention; and ii) the Bidder's approach to the training of its related resources.	Up to a maximum of 4 points. Minimum points required = 2
Notes:			
1) Resources include personnel, material, equipment, and facilities.			
Maximum Points =			12
Minimum Points Required =			6

Table 11			
RT6 - Pre-Pack/Pack			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT6.1	The Bidder's approach to resource availability and performance management, related to their Pre-Pack/Pack operation.	The Bidder's Technical Bid should describe the Bidder's approach to resource availability and performance management, related to their Pre-Pack/Pack operation by including:	
		a) A description of the Pre-Pack/Pack as per Annex A, Section 2 (2.6) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		b) A description of staffing with regard to the Pre-Pack/Pack operation that includes: i) the Bidder's approach to related resource staffing, recruitment and retention; and ii) the Bidder's approach to the training of its related resources.	Up to a maximum of 4 points. Minimum points required = 2
Notes:			
1) Resources include personnel, material, equipment, and facilities.			
Maximum Points =			12
Minimum Points Required =			6

Table 12			
RT7 - Loading			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT7.1	The Bidder's approach to resource availability and resource performance management, related to their loading operations.	The Bidder's Technical Bid should describe the Bidder's approach to resource availability and resource performance management, related to their loading operations by including:	
		a) A description of the loading operation as per Annex A, Section 2 (2.7) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		b) A description of staffing with regard to the loading operation that includes: i) the Bidder's approach to related resource staffing, recruitment and retention; and ii) the Bidder's approach to the training of its related resources.	Up to a maximum of 4 points. Minimum points required = 2
Notes:			
1) Resources include personnel, material, equipment, and facilities.			
Maximum Points =			12
Minimum Points Required =			6

Table 13			
RT8 - Transportation			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT8.1	The Bidder's approach to resource availability and resource performance management, related to their dispatch and transportation operation.	The Bidder's Technical Bid should describe the Bidder's approach to resource availability and resource performance management, related to their dispatch and transportation operation by including:	
		a) A description of the dispatch and transportation operation as per Annex A, Section 2 (2.8 - 2.14) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		b) A description of staffing with regard to the dispatch and transportation operation that includes: i) the Bidder's approach to related resource staffing, recruitment and retention; and ii) the Bidder's approach to the training of its related resources.	Up to a maximum of 4 points. Minimum points required = 2
Notes:			
1) Resources include personnel, material, equipment, and facilities.			
Maximum Points =			12
Minimum Points Required =			6

Table 14			
RT9 - Delivery/Unloading			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT9.1	The Bidder's approach to resource availability and resource performance management, related to their delivery/unloading operation.	The Bidder's Technical Bid should describe the Bidder's approach to resource availability and resource performance management, related to their delivery/unloading operation by including:	
		a) A description of the delivery/unloading operation as per Annex A, Section 2 (2.18) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		b) A description of staffing with regard to the delivery/unloading operation that includes: i) the Bidder's approach to related resource staffing, recruitment and retention; and ii) the Bidder's approach to the training of its related resources.	Up to a maximum of 4 points. Minimum points required = 2
Notes:			
1) Resources include personnel, material, equipment, and facilities.			
Maximum Points =			12
Minimum Points Required =			6

Table 15			
RT10 - Unpacking			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT10.1	The Bidder's approach to resource availability and resource performance management, related to their unpacking operation.	The Bidder's Technical Bid should describe the Bidder's approach to resource availability and resource performance management, related to their unpacking operation by including:	
		a) A description of the unpacking operation as per Annex A, Section 2 (2.19) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		b) A description of staffing with regard to the unpacking operation that includes: i) the Bidder's approach to related resource staffing, recruitment and retention; and ii) the Bidder's approach to the training of its related resources.	Up to a maximum of 4 points. Minimum points required = 2
Notes:			
1) Resources include personnel, material, equipment, and facilities.			
Maximum Points =			12
Minimum Points Required =			6

Table 16			
RT11 - Storage			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT11.1	The Bidder's proposed approach for storage of HG & E, including SIT, SIV, and LTS	The Bidder's Technical Bid should demonstrate the Bidder's proposed arrangement for storage to meet peak and off-peak demand by including:	
		a) A description of the SIT and SIV operation as per Annex A, Section 2 (2.15-2.16) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		b) A description of staffing with regard to the storage operation that includes: i) the Bidder's approach to related resource staffing, recruitment and retention; and ii) the Bidder's approach to the training of its related resources.	Up to a maximum of 4 points. Minimum points required = 2
		c) A description of the LTS operation as per Annex A, Section 2 (2.15, 2.17) that includes: i) how the Bidder will ensure the appropriate number of resources ¹ are in place to meet both peak and off peak work loads;	Up to a maximum of 8 points. Minimum points required = 4
		d) Approach for warehouse inspections as per Annex A, Section 2, Appendix 8	Up to a maximum of 4 points. Minimum points required = 2
Maximum Points =			24
Minimum Points Required =			12

Table 17			
RT12 - Movement of Personal Motor Vehicles (PMV)			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT12.1	The Bidder's proposed approach to the movement of Personal Motor Vehicles (PMV), as per Annex A, section 2 (2.22)	The Bidder's Technical Bid should describe the Bidder's approach to the movement of Personal Motor Vehicles (PMV) by including:	
		a) A description of the approach the Bidder will use to validate the class of vehicle.	Up to a maximum of 2 points. Minimum points required = 1
		b) The approach to ensure all documentation is ready and available to cross US/Can border and clear the Shipper's vehicle.	Up to a maximum of 2 points. Minimum points required = 1
		c) A description of the approach to ensure the car carriers meet the requirements of the Statement of Work, that includes: I) vehicle tracking to ensure delivery within TTG; ii) vehicle safeguarding from origin to destination; and iii) vehicle delivery	Up to a maximum of 6 points. Minimum points required = 3
Maximum Points =			10
Minimum Points Required =			5

Table 18			
RT13 - Moves by Third Party Service Providers (3PSP)			
Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT13.1	The Bidder's proposed approach to the movement of HG & E by Third Party Service Providers (3PSP), as per Appendix 1 of Annex A (Rule 14)	The Bidder's Technical Bid should describe the Bidder's approach to the movement of HG & E by Third Party Service Providers (3PSP), by including:	
		a) A description of the approach for packing and unpacking in non-road accessible locations (may vary by location). ¹	Up to a maximum of 6 points. Minimum points required = 3
		b) A description of the approach to managing delays, with regard to: i) loading; ii) transportation; and iii) delivery.	Up to a maximum of 6 points. Minimum points required = 3
		c) the approach to ensure HG & E will be safeguarded from the elements, considering: i) mode of transport; and ii) seasonality of mode of transport.	Up to a maximum of 6 points. Minimum points required = 3
		d) the approach to estimating the weight and, if required, the volume of the HG & E to ensure it is appropriate for the mode of transport and in order to facilitate timely delivery in one load. ²	Up to a maximum of 4 points. Minimum points required = 2
		e) A description of the approach to organize the move and to provide the Government of Canada with a time-frame for delivery of the HG & E at destination.	Up to a maximum of 4 points. Minimum points required = 2
Notes:			
1) For example, are crews for packing loading, and unpacking being trained in the GAMS3PSP locations or will they be brought in on a case by case basis.			
2) Cube for air			
Maximum Points =			26
Minimum Points Required =			13

Table 19

RT14 - Comprehensive Land Claims Agreements and Aboriginal Involvement:
Use of Aboriginal Resources

Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT14.1	The Bidder's commitment to, whenever possible, use an Aboriginal firm that is located within a Land Claim Settlement Area as per Annex G.	The Bidder's Technical Bid should demonstrate the Bidder's commitment to, whenever possible, use an Aboriginal firm that is located within a Land Claim Settlement Area by including certified evidence of effort or commitment for services provided by:	
		a) Aboriginal Professionals	5 points for certified evidence of effort or commitment 0 points for no certified evidence of effort or commitment
		b) Aboriginal Suppliers	5 points for certified evidence of effort or commitment 0 points for no certified evidence of effort or commitment
		c) Aboriginal Sub-contractors	5 points for certified evidence of effort or commitment 0 points for no certified evidence of effort or commitment
Notes:			
In order to obtain the points, proof of Aboriginal involvement or evidence of effort must be supported with letters or certifications from the appropriate Land Claims Groups confirming the Aboriginal status of the professionals, suppliers, and/or sub-contractors. The letters or certifications can be obtained from the Land Claims Group's contacts list in Annex G.			
Maximum Points =			15

Table 20

**RT15 - Comprehensive Land Claims Agreements and Aboriginal Involvement:
Training and Skills Development**

Number	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT15.1	The Bidder's commitment to providing training or skills development to Aboriginal people or evidence of effort to provide such training or skills development.	The Bidder's Technical Bid should demonstrate the Bidder's commitment or evidence of effort to provide training or skills development to Aboriginal people by including:	
		a) A commitment to provide for on-the-job training or skills development for Aboriginal people including, at a minimum: <ul style="list-style-type: none"> i) a brief description of the trainer to be provided; ii) the name of the training provider (i.e. Contractor or sub-contractor); and iii) a letter from the training provider confirming the arrangements. 	Up to a maximum of 5 points. Minimum points required = 2.5
		b) A proof of effort to provide for on-the-job training or skills development for Aboriginal people should include but not necessarily limited to: <ul style="list-style-type: none"> i) the names of persons or companies contacted; ii) the nature of the undertaking investigated; and iii) the reasons that no commitment could be made. 	Up to a maximum of 5 points. Minimum points required = 2.5
Maximum Points =			10

3 Rating Table

Table 21	
Rating Table	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
50%	The response includes some information, but is also missing a substantial amount of information. Bidder receives 50% of the available points for this element.
70%	The response includes most of the information required to be complete. Bidder receives 70% of the available points for this element.
85%	The response includes a substantive amount of the information required to be complete. Bidder receives 85% of the available points for this element.
100%	The response is complete. Bidder receives 100% of the available points for this element.
<p>This Rating Table applies to Point Rated Technical Criteria RT1, RT2, RT3, RT4, RT5, RT6, RT7, RT8, RT9, RT10, RT11, RT12 and RT13.</p>	

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and documentation to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

1. Certifications Precedent to Contract Award and Certifications Required Subsequent to Services Commencement

1.1 Code of Conduct and Certifications - Related documentation

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://publiservice.gc.ca/services/fcp-pcf/index_f.htm) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid", list during the period of the Contract.

Before contract award, the Bidder must provide the Contracting Authority with the certification relative to the Federal Contractors Program for employment equity included in Attachment 1 to Part 5, Certifications Precedent to Contract Award, completed in accordance with the instructions provided.

1.3 Attachment 1 to Part 5, Certifications Precedent to Contract Award

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

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1.4 Attachment 2 to Part 5, Certifications Required Subsequent to Services Commencement

After notification of award of a contract to the successful bidders, the following conditions must be fulfilled by those successful bidders prior to the Contract effective date of October 01, 2014:

1. A certification is required from each subcontractor confirming its commitment to this Contract. A Sample of acceptable form to be used for subcontractor certification can be found at Attachment 2 to Part 5.

ATTACHMENT 1 to PART 5 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

1. Federal Contractors Program For Employment Equity - Certification

Insert the date: Date: _____ (YYYY/MM/DD) If left blank, the date will be deemed to be the bid solicitation closing date.

The Bidder must complete A and B.

A. *The Bidder must include in the certification one of the following statements:*

A1. The Bidder is not a Joint Venture.

or

A2. The Bidder is a Joint venture.

B. *The Bidder must include in the certification: "1, the Bidder, submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated above. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract."*

For A1, the Bidder must include in the certification: "The Bidder:" followed by the applicable statement among the statements B.1 to B.5 appearing below.

For A2: the Bidder must include in the certification for each member of the Joint Venture: 1) "I, [insert the name of the member of the Joint Venture], member of the Joint Venture: " followed by the applicable statement among the statements B.1 to B.5 appearing below.

Choose only one of the following statements:

B1. certifies having no work force in Canada.

B2. certifies being a public sector employer.

B3. certifies being a federally regulated employer being subject to the *Employment Equity Act*.

B4. certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

B5. certifies having a combined workforce in Canada of 100 or more employees; and

B5.1. certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

or

B5.2. certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. *As this is a condition precedent to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.*

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-Labour's website.

2. Canadian Content

2.1 SACC Manual clause A3050T, Canadian Content Definition.

2.2 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.

3. 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.

4. 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.

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ATTACHMENT 2 to PART 5 CERTIFICATIONS SUBSEQUENT TO SERVICES COMMENCEMENT

Subcontractor Certification

This is to certify that _____(subcontractor)_____ has concluded an arrangement with _____(Van Line)_____ for the provision of services (described below) for the Household Goods Removal Services Contract under file no. E60LM-110012

(Signature of Subcontractor)

(Date)

Nature of services to be provided:

PART 6 - FINANCIAL CAPABILITY AND HG & E REPLACEMENT COST PROTECTION AND PMV PROTECTION COVERAGE

1. Financial Capability

SACC Manual clause A9033T(2012-07-16), Financial Capability

2. HG & E Replacement Cost Protection (RCP) and PMV Protection Coverage

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 (including PMV Protection Coverage) 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. Statement of Work

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

2. 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 (2014-03-01), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

2.1.1 Notwithstanding section 30 of the General Conditions 2035 (2013-06-27), the following clause is applicable to Rule 15 – Third Party Service Providers at Appendix 1 – General Rules and Regulations in the Statement of Work – Annex A and to the General All-inclusive Moving Services Rates for Moves requiring Third Party Service Providers (GAMS3PSP) at Appendix 1 of the Basis of Payment – Annex B (all of which is hereinafter referred to as “Third Party Moving Services”):

1. Canada reserves the right to terminate at any time in whole or in part the Third Party Moving Services by giving thirty calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for Third Party Moving Services rendered and accepted by Canada up to the date of termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.
3. In the event of such termination, the Contractor is obligated to complete all phases of any move order assigned prior to the removal of the requirement.

2.2 Specific Persons

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract: _____ (*name inserted at contract award*)

3. Security Requirement

There is no security requirement applicable to this Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract to September 31, 2016 inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) 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.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

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

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

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

5.2 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.

5.3 Contractor's Representative - To be provided at contract award

6. Payment

6.1. Limitation of Expenditures

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of \$_____ (*insert the amount at contract award*). Customs duty are excluded and Applicable Taxes are extra.

6.2 Canada's Total Liability

6.2.1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ . Customs duties are excluded and Applicable Taxes are extra.

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

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

whichever comes first.

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

6.3 Method of Payment

6.3.1 Payment shall be made not more frequently than once a month, upon submission of an invoice in a form, and containing information, acceptable to the Project Authority specified herein. Timesheets shall be provided to support any time being claimed.

6.3.2 Payment by Canada to the Contractor for the Work shall be made:

- a. in the case of a payment other than the final payment, within thirty (30) days following the date of receipt of a duly completed invoice; or
- b. in the case of a final payment, within thirty (30) days following the date of receipt of a duly completed invoice, or within thirty (30) days following the date on which the Work is completed,

whichever date is the later;

6.3.3 If Canada has any objection to the form of an invoice, within fifteen (15) days of its receipt, Canada shall notify the Contractor of the nature of the objection. "Form of the invoice" means an invoice which contains or is accompanied by such substantiating documentation as Canada requires. Failure by Canada to act within fifteen (15) days will only result in the date specified in paragraphs 5(a) and (b) of this clause applying for the sole purpose of calculating interest on overdue accounts.

6.4 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department
A9062C (2011-05-16), Canadian Forces Site Regulations

6.5 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

7. Invoicing Instructions

Payment will only be made upon submission of a satisfactory invoice duly supported by specified release documents and other documents called for under the Contract.

Invoices must be submitted on the Contractor's own invoice form and must be prepared in accordance with Annex B para 1.5 - Invoicing.

8. Certifications

8.1 Compliance

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or

unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

8.3 SACC Manual Clauses

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

9. 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.)*

10. 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 (2013-06-27), 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;
- (g) Annex E, HG & E Replacement Cost Protection and PMV Protection Coverage;
- (h) Annex F, CRS/FEAMS
- (i) Annex G, Aboriginal Involvement and Comprehensive Land Claims Agreement;
- (j) Annex H, Glossary; and
- (k) the Contractor's bid dated _____ *(insert date of bid)*

11. HG & E Replacement Cost Protection and PMV Protection Coverage

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

Solicitation No. - N° de l'invitation

E60LM-110012/H

Amd. No. - N° de la modif.

File No. - N° du dossier

109zIE60LM-110012

Buyer ID - Id de l'acheteur

109zI

CCC No./N° CCC - FMS No/ N° VME

E60LM-110012

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

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

12. Handling of Personal Information

The Contractor acknowledges that Canada is bound by the Privacy Act, R.S., 1985, c. P-21, with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

Canada may audit the Contractor's compliance with the above at any time. If requested by the Contracting Authority, the Contractor must provide Canada (or Canada's authorized representative) with access to its premises and operating systems, and/or where any personal information may have been stored, at all reasonable times. If Canada identifies any deficiencies during an audit, the Contractor must immediately correct the deficiencies in accordance with the above obligations at its own expense.

Household Goods Moving Services
FINAL SOW

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 Personal 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, HG&E Replacement Cost Protection (RCP) or PMV Protection Coverage, 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 moving 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 Annex A 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 (excluding 3PS assigned)	937	760	610	769
Long Term Storage (LTS) 3PS assigned	144	150	151	148
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
LHMD to 3PS location	114	116	112	114
LHMD from 3PS location	97	98	99	98
LHMD between two 3PS locations	30	34	39	34
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 10 days authorized	2506	1863	1803	2057
Total number of occasions SIT over 10 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 season 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;
- 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; and

- c. manage the systems of record for this requirement which are collectively referred to as CRS/FEAMS.

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 ensure the distribution of business is awarded as per the Business Distribution Model and subsequently the Value Index;
- g. to facilitate improvement to facets of the HG&E and PMV move life cycle; and
- h. 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. In addition, verify the accuracy of the number of Service Failures issued during the reporting period in order to compile the Value Index results;
- d. advise the Contractor of concerns with the performance of subcontractors;
- e. monitor and address areas of concern as indicated by the results of the VI or other relevant observations such as the reconciliation of the CRS/FEAMS Business Distribution;
- f. conduct random checks of the information that the Contractor's hold to verify that the limitations concerning the privacy of Shipper's personal information is being respected;
- g. review and respond to any Contractor objections/appeals to service failure decisions;
- 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. review business cases, claims reports and other related information as referred to throughout this Statement of Work;
 - n. 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 in order to improve service delivery; and
 - o. 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. Executive HGMS Committee Meetings

- a. The Executive HGMS Committee consists of the IDC Chairperson, IDC DAs, the Contracting Authority, Procurement Authority, a TB Representative and the Contractor's National Director and President. 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 chaired by the IDC Chairperson. Specific agenda items may be proposed in advance by any of the attendees. The IDC reserves the right to hold a general session, with all parties in attendance, or to hold individual (i.e. by Contractor) meetings.
- 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. Meetings will be held twice a year in conjunction with the Value Index (VI) cycle covering the results of the VI and any specific issues related to the applicable Contractor including changes required in the Quality Plan. For planning and scheduling purposes the following annual cycle outlines the key steps in this Performance Management (PM) and Continuous Improvement (CI) review process:
 - i. Ideally, the 1st Wednesday of March each Year
 - ii. Ideally, the 1st Wednesday of October each Year

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 1.9 Contractor's National Director Requirements/Responsibilities) who will ensure the Contractor complies with all of the requirements of the HGMS contract;
- c. ensure that if a replacement is required for the National Director position, other than for unexpected absence (reference 1.9.h), 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;
- d. maintain a record of all Service Failures issued by Canada and verify the accuracy of the type and count for Value Index compilation purposes.
- e. maintain organizational flexibility to respond to changing activity levels, thereby ensuring the sustainment of the quality of the services being provided;
- f. maintain the list of contacts for Key Personnel delivered with the Contractor's bid submission. The IDC must be notified of any changes;
- g. finalize the Quality Assurance (QA) Program (reference Section 3 of Annex A) incorporating recommendations from the IDC for approval within 40 business days following contract award (Draft QA Plan provided with Contractor's bid submission). An overview of what is expected is outlined in Appendix 7. Any changes to the program must be approved by the IDC. Maintain 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;
- h. 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;
- i. take required action on all assigned items that are identified during the Executive HGMS meetings (IDC with Contractor), break-out sessions and working groups;
- j. encourage direct liaison between the Contractor's subcontractors and the applicable TA to ensure effective coordination of local requirements such as scheduled timings;
- k. work closely with the IDC DA and TA to develop workable solutions to daily challenges in meeting and maintaining the quality of contracted services;
- l. ensure customer service expectations are understood by the Contractor's personnel to maintain the high quality of services provided to the Shipper;
- m. ensure that clear, concise, complete and timely information is provided to the applicable IDC DA when addressing any issues of concern or appeals;

- n. present to the IDC any recommendations for changes to service delivery in a business case format with all supporting data and documentation. These may include facts relating to any previous IDC DA decisions and a listing of all of the subsequent details and explanations that would warrant a revisit of an IDC DA or IDC Chairman decision;
- o. ensure that all documentation that will be presented to the Shipper is provided to the IDC for review and approval prior to use. Minimum 20 business days review time is required by the IDC. Note this includes claim forms, claim letters, etc.;
- p. submit the initial inspection and updates of warehouse information to the IDC;
- q. 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; and
- r. inform the IDC before making any major infrastructure changes to their system. Our IT support needs at least 30 working days notice to initiate and obtain authorization for a request for change (e.g. change of IP address). If at all possible, the implementation of changes should be done over a weekend, e.g. from noon Friday to Monday morning; this will minimize the down time. The distribution system is mostly based on our communication protocol to and from the Contractors, which has to be maintained and operational at all times.

1.9. Contractor's National Director Requirements and 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. take required action on all assigned items that are identified during the Executive HGMS meetings, break-out sessions and working groups;
- d. present to the IDC 45 calendar days prior to the Executive HGMS Committee meetings any recommendations for changes/additions to the agenda items (see 1.7 d);
- e. ensure that any business cases presented to the IDC provides irrefutable evidence to support proposed changes or amendments and must convince the IDC that the proposed change is in the best interest of all concerned. The IDC reserves the right to reject or reserve comment on any recommended changes or revisions;
- f. review and validate all information that is provided to the IDC DA for accuracy, completeness and clarity;
- 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, and
- h. notify the IDC in a timely manner if the National Director is unavailable for short periods for any reason (e.g. conferences, sick leave, holidays)

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. Communication Methods and Response Times: The Contractor shall
 - i. provide dedicated telephone, facsimile and e-mail services at the Contractor's office to permit accessibility to the CRS/FEAMS systems, Shippers and TAs, and
 - ii. acknowledge or respond to all transmissions 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 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 DSR date.
 - ii. Damage to destination property: The Shipper will submit a claim separate from the HG&E claim, for any damage. This claim must be submitted within 7 calendar days of the delivery date and will be addressed and settled by the Contractor within 45 business days from the date the damage is reported.

2.1. Contractor Requirements Related to the Shipper

The Contractor shall:

- a. ensure all services are provided in the Canadian official language of the Shipper's choice;
- b. provide all printed material in the Canadian 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 2030

hours from Monday to Friday, excluding statutory holidays. The contractor may, in consultation with the shipper, work on weekends and statutory holiday in order to facilitate moves and as long as there is no additional cost to Canada;

- e. not commence any service that cannot be completed by 2030 hours on the same day;
- f. confirm with the Shipper, 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 (e.g. inadvertently dropping the TV in the van while unloading or slicing the couch while removing shrink-wrap).

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 2030 hrs to determine the appropriate course of action. In the absence of TA direction, seek approval in writing from the shipper (i.e. such as when it is after normal business hours and the shipper concurs with continuing to work).

2.3. Contractor Requirements Related to the IDC DA

The Contractor shall:

- a. maintain a contingency plan to meet the service requirements and 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 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 (i.e. work stoppage);
 - v. mechanical breakdowns (24 hours or greater);
 - vi. loss or major damage to residences, property.
- c. notify the IDC DA 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 (over \$5,000) or complete loss of PMV, or break and entry or theft involving the PMV.

2.4. Move Orders

- a. Canada will use both CRS and FEAMS to communicate HG&E (including LTS) and PMV shipment requirements 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.
- b. Move orders will be communicated electronically via CRS/FEAMS including relevant information subject to Rule 2.2 (e.g. PMV, distance information, services authorized). 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. The Contractor may request a DSR date change from the TA during the APS 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 and transit time 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; and
 - 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.

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 HG&E or PMV shipment 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 5 business days after receipt of the move order for regular moves, or 2 business days for rush moves:
 - i. conduct a face-to-face 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

(GAMS 3PS) see list Appendix 1, rule 14 or in other circumstances as approved by the TA.

- 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;
 - 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 or PMV Protection 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 (i.e. weight band for HG&E and Redbook or appraisal value for PMV);
 - ii. availability and cost of additional coverage, if required;
 - iii. all relevant exclusions (e.g. currency, jewellery);
 - iv. any special requirements for items of high value such as artwork, or cameras;
 - v. claim filing instructions;
 - vi. contractual time limits for claiming;
 - vii. Contractor claim department contact information;
 - viii. that the Shipper can only submit one claim, except under extenuating circumstances, and
 - ix. 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.
 - i. obtain the Shipper's signature or confirmation of receipt of the information on the RCP/PMV protection coverage and conditions (Annex E);
 - j. explain 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;
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- k. 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 and provide the blocking materials as requested on load day;
- l. provide the Shipper with an electronically generated room-by-room weight estimate (hereafter referred to as pre-move weight estimate using the standard weight list) preferably at the time of the consultation, but no later than 2 business days after the consultation. 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;
- m. create the pre-printed inventory listing to produce the pre-move weight estimate 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;
- n. provide a HG&E weight estimate or PMV shipping details to CRS/FEAMS:
 - i. for regularly scheduled moves, no later than 7 business days after receipt of the move order, or
 - ii. for rush moves, no later than 2 business days before loading.
- o. contact the TA immediately via telephone or email when the estimated weight exceeds the weight limit specified on the move order;
- p. provide quotes in writing to the shipper for any services excluded under this contract; and
- q. ensure that the Shipper is aware that if any HG&E is removed from or added to 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.

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 for proper packing, inspection of any cartons packed by the Shipper (for inadmissible items) and crating when required by the Contractor. The Contractor may repack any containers packed by the Shipper. However, if the Contractor chooses not to repack a container, the Contractor will remain liable for the packed items. 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 Annex A, Appendix 4 and as described in the QA plan. This includes attics and crawl spaces in Private Married Quarters (PMQs) located at Borden and Kingston;
- c. perform and complete packing on the day prior to DSR date unless the Contractor and shipper agree to pack and load a small shipment (4,000 lbs or less) on load day;
- 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 10 business days prior to DSR date during the APS or 5 business days prior to the DSR date outside of the APS. The Contractor is to advise the Shipper that approval has been granted by the TA and 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

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

- a. 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 is to advise the Shipper that approval has been granted by the TA and shall complete all packing services prior to pre-loading;
- b. assign a unit that can accommodate the whole shipment. In the event that the shipment must be loaded in two units, the Contractor shall inform the destination TA in writing within 24 hours after DSR providing full details of the overflow;
- c. perform only one pick-up of HG&E which must be at the principal residence address at origin (e.g. PMQ garages are considered one pickup with respect to PMQ residences);
- d. dropping a trailer at the Shipper's residence for loading must be done in exceptional circumstances only, Contractor must seek prior approval from the TA;
- e. disassemble pieces of furniture and any other items as required (unless specifically excluded by other provisions e.g. cribs);
- 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 van to facilitate inspection by a Customs Agent or other government officials;
- h. place all HG&E inside the van. The attachment of any items outside the van (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 phases. If scaling at destination has been authorized then only the scale tickets are needed;
- 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 air carrier will be accepted as the actual weight. This will avoid duplication of scaling;
- e. the use of constructive weight is permitted as detailed in Appendix 1, Rule 12, 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 14 are required:
 - i. accept the actual weight (not cube) 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 using sea or rail third party service providers.

2.9. Authorized Weigh Scale Directory

- a. The criteria for an authorized scale is that each scale must
 - i. be provincially certified annually;
 - ii. produce scale tickets including the information in 2.9 b;
- b. 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:
 - i. Scale Name (s);
 - ii. Address;
 - iii. Telephone number;

- iv. Facsimile number;
- v. Days/Hours of operation;
- vi. Cost of scaling;
- vii. Type of scale;
- viii. Type of tickets produced;
- ix. Manned or unmanned scale; and
- x. Other remarks.

2.10. Weigh Scale Criteria and Scaling Documentation Requirements

The Contractor shall ensure the following:

- a. each of the scale tickets shall 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 produce 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.
- c. the scale is capable of accepting the full length of the van.

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 van 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 by telephone 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 van 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

- 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 may reweigh a shipment on their own initiative when deemed advisable to do so. The Contractor must inform the destination TA of their intention at least 24 hours prior to delivery and shall submit the original weigh scale tickets from each scaling procedure.
- c. Canada reserves the right to conduct random supervised reweigh. Prior to providing delivery instructions to the Contractor, the IDC representative will order the Contractor to meet the QC Inspector at the local scale. The Contractor shall provide the inspector the original scale tickets and a copy of the inventory listing. The IDC representative will remain on site during the unloading operation and will meet the driver at the scale to obtain the light weight.

- i. Upon receipt of scaling results, 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;
- ii. In the event the reweigh tolerance standards are exceeding on the net reweigh. The following will apply:
 - (1). If reweigh is less than the origin scaled weight, liquidated damages will be assessed as per Annex C;
 - (2). No action will be taken if reweigh is more than the origin scaled weight and government will pay the lower of the two weights.
 - (3). If the difference of the net scaled weights is less than the tolerance standards at subpara i. above, the Contractor will be reimbursed cost paid at the scale house.

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 van in accordance with Annex A Appendix 6;
- 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 Annex A Appendix 3.

2.15. Storage

The Contractor shall ensure that:

- a. HG&E is only stored in IDC approved warehouse facilities;
- b. Canada is granted access to inspect a warehouse or LTS lots at any time;
- c. sufficient approved warehouse space is available to meet the storage demands associated with this contract;
- d. sufficient "Bonded" warehouse space is available to meet bonded storage demands associated with this contract;
- e. if sufferance warehouse is used to store HG&E and/or PMV shipments, all cost associated to sufferance warehousing will be at the Contractor's expense; and
- f. warehouse facilities meet the minimum warehouse requirements and the IDC approval process for the use of warehouse facilities is adhered to as detailed in Rule 17.

2.16. Short Term Storage

Short-term storage may be required when the residence or the shipper is not available to receive the HG&E shipment once it has arrived. SIT refers to HG&E stored in a warehouse. SIV refers to HG&E stored in the van. For moves with an origin and a destination within 300 miles of each other, the Contractor may request approval for SIT or SIV at origin. Under

no circumstances are the limitations of SIT or SIV to be discussed with the Shipper as the integrity of the door to door move policy is to be respected.

- a. Authorization Prerequisites: The Contractor shall only initiate a SIT or SIV 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/SIV Authorization: The Contractor shall
 - i. obtain authorization from the TA prior to placing HG&E into SIT or SIV. The authorization request must identify if the shipment will be SIT or SIV:
 - ii. for a SIV request:
 - (1) the TA will confirm ETA and date of the residence available to accept the shipment with the shipper;
 - (2) the TA will confirm the delivery date with the Contractor at the same time the SIV authorization is given. The Contractor must confirm delivery timing with shipper at least 24 hours prior to delivery
 - (3) SIV will normally be authorized for up to 10 days, longer period may be offered at the Contractor discretion if extra days are required. If SIV must be converted to SIT then the SIT rate starts when SIT is authorized and there is no SIV paid for that day. SIV extension or conversion to SIT must be approved by the TA. Transportation from SIT to residence will be charged a cartage rate in addition to warehouse handling.
 - iii. for SIT – the Contractor will provide the following to TA:
 - (1) the selected warehouse and corresponding warehouse code;
 - (2) the date that HG&E will be placed into SIT; and
 - (3) indicate if the load is part of a split shipment.
- 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 2 business days prior to the required delivery date (Day one, if notified prior to 12:00 hrs (noon) of the out-of-SIT delivery; and
 - iii. Deliveries out of SIT with a required delivery date that falls on the last three business days of June, July or August, with less than 5 business days notice, may be delayed until the second business day of the following month. The Contractor must commit to a delivery date upon receiving the out-of-SIT notification.

2.17. Long Term Storage

LTS is 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 be placed into LTS at origin in the closest available warehouse.

- a. Delivery into LTS: The Contractor shall:
 - i. provide to CRS/FEAMS the location of the warehouse selected, the corresponding warehouse code, the scaled weight, 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 Contractor shall deliver the shipment:
 - (1). for local moves, on the date requested in the move contract (DSR);
 - (2). For long haul moves, the DSR date is the date the shipment is deemed to be loaded onto the van and the date the TTG begins.
- d. Transfer of LTS Lots: The Contractor shall ensure that:
 - i. the IDC DA receives a minimum of 30 calendar days notice in advance 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 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; and
 - iii. There are instances when the TA cannot be reached and the Contractor has already made contact with the shipper. Upon approval from and in the presence of the shipper, unloading may commence. However, within 2 hours of the commencement of the unloading the Contractor must advise the TA of the situation. At that time a DDR shall be issued.
- b. Delivery: The Contractor shall:
- i. Perform only one delivery of HG&E which must be at the principal residence address at destination unless the TA approves, in consultation with shipper, in the case of split shipment. TTG is calculated on arrival of entire HG&E so if SIT or SIV is required for the first load in split shipment then warehouse handling in/out, cartage and SIT or SIV are not billable to the crown. Additionally, the part of the shipment that is in the custody of the Contractor must be delivered within 24 hours. If entire load arrives and residence is not available then SIT, cartage and warehouse handling in/out on entire load may be billed;
 - ii. dropping a trailer at the Shipper's residence for unloading must be done in exceptional circumstances only, Contractor must seek prior approval from 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; and
 - ix. 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. perform the re-certification of the major articles and appliances as per rule 5.
- e. if an additional pick-up is required, the Contractor shall provide this one-time service within 5 business days of completion of unpacking. If the Shipper has not protected the packing material and empty cartons from inclement weather this service may be declined; and
- f. 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. In the event that there are no damages, the form shall be annotated as such; 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. Personal 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 5;
- c. PMVs must be the family conveyance not exceeding (20.80 cubic meters as defined in Annex E);
- d. The Contractor, at their discretion, may elect to ship a PMV in the HG&E van. In such instances, the weight of the HG&E shipment shall 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; or
 - iii. an authoritative source for the weight such as the manufacturer's web site.
- e. Pre-Move Contact: The Contractor shall:
- i. contact the Shipper within 5 business days for regular moves and within 2 business 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 for inspection purposes and the documentation requirements, and coordinate the PMV pickup time;
 - ii. transmit to CRS/FEAMS the shipping details for the PMV within 5 business 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 at time of pre-move consultation;
 - 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 to prepare the vehicle for shipment;
 - v. contact the Shipper no later than 2 business days in advance of the DSR to reconfirm the timing for PMV pick-up at the Shipper's residence or arrange an alternate pick-up location, if required;
 - vi. request prior written authorization from the TA if an alternate pick-up location is required and agreed upon with the Shipper; and
 - vii. when the PMV is over 20 model years old, request a current vehicle appraisal from the Shipper.
- 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 business 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. Copies of vehicle documentation are to be obtained from the Shipper who retains the originals. 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 adhere to the TTG and:
- i. annotate the location of the license plates on the VCR if they are removed;

- ii. contact the IDC DA within 1 calendar day if a PMV becomes inoperable at any point during the shipment for agreement on the proposed course of action; and
 - iii. Pay assessed liquidated damages as per table 2 of Annex C.
- h. Delivery: The Contractor shall:
- i. contact the Shipper to obtain delivery instructions once the PMV has arrived at destination;
 - ii. wash/clean the PMV prior to delivery. The vehicle shall be clean to enable the Shipper to perform an inspection. If it is not possible to wash the vehicle before delivery then this shall not preclude a claim when the vehicle is washed. The shipper has two (2) business days to report new damages not included on the day of 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;
 - iv. advise the Shipper to file the notification of additional damages for damage not noted on the VCR (i.e. unseen damage such as undercarriage damage) within 24 hours of delivery (delivery is defined as when the vehicle is in the possession of the shipper or the shipper's representative);
 - v. send copy of signed and dated VCR to the DTA within 5 business days after delivery; (this establishes the delivery date); and
 - vi. provide starting assistance for non-running vehicles at the time of delivery to the Shipper (i.e. battery boosting).
- i. PMV Reporting Requirements: The Contractor shall provide the IDC DA with:
- i. 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. 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. Origin, Destination and TTG;
 - 4. Actual vehicle pickup date;
 - 5. Actual delivery date;
 - 6. Protection Coverage value and source (Red Book or appraisal);
 - 7. If a rental car was offered to the Shipper as a result of loss or damage;
 - 8. Comments/details when the actual pickup and delivery dates are different than the DSR and TTG, if applicable; and
 - 9. If there is a claim for damages or loss and the settlement value.

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

The Contractor shall provide Replacement Cost Protection (RCP) for any loss and/or damage of HG&E and Protection Coverage for PMVs, in accordance with Section 1 and 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 once all claims have been closed, at no charge to Canada; and
- f. make every effort to ensure that loss and damage is minimized. 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 Quality Assurance (QA) Program (reference Annex A section 1.8.g) to ensure compliance with the required service standards articulated in this Statement of Work.

- 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 purpose of the Contractor QA Program is to:

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

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 QA Program should focus on the following key performance indicators (KPI):
 - i. KPI 1 - Employee Satisfaction;
 - ii. KPI 2 – Loss and damage claims for HG&E and PMVs; and
 - iii. KPI 3 – Late pick-ups and deliveries of HG&E and PMVs.
- c. The Quality Assurance Program must include as a minimum those items identified in Appendix 7.

Appendix 1 of Annex A - 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 and hours 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. The list of recognized Federal Government holidays for each year will be provided to the Contractor from the CA via e-mail no later than November 30. These will be treated as weekends for TTG and other service delivery purposes.
- 1.3. For the purposes of communication with CRS/FEAMS (e.g. rush moves) business hours are based on Eastern Standard Time (EST).

Rule 2 – Move Order Challenges

- 2.1. Distance for the road portion of the transportation phase shall be calculated for the most practical truck route using all-weather roads with minimized use of tolls routes, ferries, etc. from the origin to the destination using a distance guide recognized by the IDC. (ProMiles)
- 2.2. The contractor has 5 business days to dispute information sent through CRS/FEAMS after which it will be deemed to be correct for the purpose of calculating relevant rates and TTG.
- 2.3. PMV valuation can be adjusted up to and including date of loading with the concurrence of TA.

Rule 3 – Rush Moves

- 3.1. A move is classified as a rush move when the Contractor is notified:
 - a. 8 business days, or less, prior to the DSR date; or
 - b. no moves will be booked when the use of a Third Party Service Provider as per Rule 14.
- 3.2. The Contractor has 2 business 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. A move out of LTS or SIT will 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 3.1.a., 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 (i.e. email or FAX) within two business 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); and

- 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. 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 qualified personnel certify the operating condition of all major articles and appliances;
 - b. ensure that qualified personnel prepare articles for shipment in accordance with manufacturer's specifications by:
 - i. blocking, unblocking and/or draining of washing machines. The Shipper is to provide blocking materials to the Contractor as advised during the premove consultation (2.5 k). to prevent 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, as a minimum, ensure that the appliances and major articles are prepared for use by the shipper no later than the day of unpacking, i.e. any blocks to prevent movement are removed. For small shipments that are delivered and unpacked on the same day, the Contractor may perform the re-certification 24 hours after delivery to allow time for the appliances to acclimate and settle.
- 5.3.** Since certification at origin and destination are at the Contractor's discretion, the Contractor will be held liable for any damage to articles (electronic, computer, etc) and appliances unless it can be conclusively proven that such damage was not move related. If an article or appliance does not function at destination, it will be assumed that the damage was move related unless otherwise indicated by a qualified repair technician.

Rule 6 – Acceptance of Shipper Prepared Items

- 6.1** 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 van;
 - 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 van as per Appendix 6 of Annex A;
 - i. for all items (in particular those covered by sub-paragraphs f and g 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 remove, detach, relocate to/from the curb side due to safety, due to 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 items (e.g. shranks, 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. pool tables must be prepared for shipment and moved to an area accessible by the contractor
- p. packed by owner articles, provided that a Contractor inspection takes place; and
- q. all mechanical components of pianos shall be prepared for shipment and if necessary due to size moved to an area accessible by the contractor.

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 (e.g. preserving jars, beer, wine bottles). Limit: 100 lbs;
 - 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 and collections, (e.g. rocks forming part of lapidary hobby. Limit: 500 lbs; and
 - e. pet food and household consumables (i.e. food) Limit 150 lbs per category.

Rule 8 - Items Accepted at Shipper's Risk

- 8.1** 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 9 - Inadmissible Items and Services

- 9.1.** The Contractor shall advise the Shipper during the Pre-move Consultation which items are inadmissible.
- 9.2.** The following items are considered inadmissible and shall not be carried under any circumstances:
- 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. hot tubs exceeding either 900 pounds or 300 cubic feet
- h. above-ground swimming pools
- i. saunas exceeding 152 cubic feet
- j. outdoor fixed barbeques (brick, cement or stone);
- k. patio stones, ornamental rocks and concrete statues;
- l. trailers exceeding 12 ft in length by 8 ft width by 3 ft in height;
- m. boats exceeding 12 ft in length;
- n. personal watercraft;
- o. canoes and kayaks exceeding 18 ft in length;
- p. dog houses;
- q. ammunition and restricted firearms as defined by the *Criminal Code of Canada* (<http://laws-lois.justice.gc.ca/eng/acts/C-46/>);
- r. items on the Shipper's premises belonging to a previous or current personal business (e.g. hair salon, upholstery, seamstress, tailoring);
- s. all types of outdoor fencing and outdoor animal enclosures;
- t. all types of outdoor wooden portable buildings such as sheds and gazebos;
- u. steel utility cabinets/sheds exceeding 12 ft x12 ft x 8 ft; and
- v. liquids (e.g. cans of paint, sealed mason jars, beverages) which if ruptured or spilled could cause extensive damage to the shipments.

9.3. The following services are inadmissible (i.e. not billable to the Government):

- a. access to storage;
- b. access to attics and crawl spaces outside those defined in Annex B GAMS;
- c. cleaning;
- d. connecting and disconnecting appliances (over and above that required to ensure that they are in working condition as required by appliance certification);
- e. fumigation;

- f. extra insurance in excess of the authorized coverage;
- g. mothproofing;
- h. provision of shipping bases for automatic washers;
- i. removing or installing valance boxes, curtain rods, wall hooks for pictures, etc.;
- j. taking up or putting down wall to wall carpets, hall runners;
- k. removal of built in appliances, and
- l. extra loading or delivery.

Rule 10 – Recreational Vehicles

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, and;
- g. Boats less than 12 ft in length with inboard or outboard motors.

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; and
- b. inform the TA of the items requiring specialized handling and obtain authorization to proceed as agreed.
- c. the shipper is responsible for having the items identified as requiring specialized handling prepared for shipment including arranging for any special handling equipment needed to move the object such that the Contractor can access it for loading.

Rule 12 – Substantiation of Weight

12.1. 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 for all shipments. The constructive weight calculation based on 40 lbs on tagged articles, as substantiated by the inventory listing and will be confirmed by the IDC DA. The constructive weight will be the

deemed actual weight. Light loads with unusually heavy items will be given consideration for variance in the 40 lbs/item.

- 12.2.** The Contractor shall ensure that the variance between the estimated weight and the constructive weight/actual weight is within the parameters detailed in Appendix 2.
- 12.3** 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 (i.e storage bins), 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. Small tagged items that could have fit in a four cubic foot carton will be considered as bundled rather than being counted as individual items.
- 12.4** On contract award, Contractors are required to provide a copy of their revised Standardized Weight List (SWL) to Canada. The IDC will compile an Industry SWL which will be in agreement with all Contractors. The main purpose of the SWL will be to generate an accurate room-by-room survey for the shipper so they have confidence in their adherence to their weight entitlements. Contractors must also provide SWL feedback to IDC to continually improve the list.

Rule 13 – Diversion of Shipment already loaded

13.1 Diversion may be authorized by the IDC DA when advised by the TA of a change of a destination of a move while the shipment is enroute. The diversion point will be mutually agreed upon by the IDC DA and the contractor. Any additional services such as SIT will be paid as per Annex B.

Rule 14 - Third Party Service Providers

14.1. This rule applies when the shipment of HG&E involves locations (not all inclusive) that are not accessible by road.

City	Province
Aklavik	NWT
Arctic Bay	NU
Arviat	NU
Baker Lake	NU
Bloodvein	MB
Cambridge Bay	NU

City	Province
Camsell Portage	SK
Cape Dorset	NU
Chesterfield Inlet	NU
Churchill	MB
Clyde River	NU
Coral Harbour	NU
Deline (Fort Franklin)	NWT
Fond du Lac	SK
Fort Chipewyan	AB
Fort Good Hope	NWT
Fox Lake	AB
Gjoa Haven	NU
God's Lake Narrows	MB
Grise Fjord	NU
Hall Beach	NU
Hopedale	NL
Igloolik	NU
Iqaluit	NU
Island Lake	MB
Kashechewan	ON
Kimmirut (Lake Harbour)	NU
Kugaaruk (Pelly Bay)	NU
Kugluktuk (Coppermine)	NU
Lac Brochet	MB
Little Grand Rapids	MB
Lutsel k'e (Snowdrift)	NWT
Makkovik	NL
Nain	NL

City	Province
Natuashish	NL
Norman Wells	NWT
Old Crow	YK
Oxford House	MB
Pangnirtung	NU
Paulatuk	NWT
Pond Inlet	NU
Poplar River	MB
Pukatawagan	MB
Qikiqtarjuaq	NU
Rankin Inlet	NU
Repulse Bay	NU
Resolute Bay	NU
Rigolet	NL
Sachs Harbour	NWT
Sandy Lake	ON
Sanikiluaq	NU
Shamattawa	MB
Smith River	BC
Stony Rapids/Black Lake	SK
Tadoule Lake	MB
Taloyoak (Spence Bay)	NU
Tuktoyaktuk	NWT
Tulita	NWT
Ulukhaktok (Holman)	NWT
Uranium City	SK
Wha Ti	NWT
Whale Cove	NU

City	Province
Wollaston Lake	SK
Waterloo Lake	SK

14.2. 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;
- e. assign an appropriate number of qualified personnel to service the move at the location accessible only by the third party service provider; and

14.3. SACC, General Conditions – Higher Complexity Services 2035.10 applies for Excusable Delay;

14.4. The Contractor must ensure that RCP/PMV Protection Coverage is in effect for all phases of the move.

Rule 15 - Move Delay or Cancellation by Canada

15.1 When a move order must be delayed or cancelled, the IDC DA will inform the Contractor and determine the appropriate follow-up action.

15.2 If a move order is cancelled prior to pack day, the Contractor will not receive any compensation for this move.

15.3 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 16 - Required Documentation for Moves between Canada and Continental USA

16.1 During the pre-move consultation, the Contractor shall inform the Shipper of all supporting documentation required to allow for the HG&E and/or PMV to be transported across Canada/USA borders; and

16.2 The Contractor shall confirm with the Shipper no later than 5 business days prior to DSR that all required documentation is complete. If the documentation is not in order then the TA shall be immediately advised to facilitate rescheduling or alternate arrangement as necessary.

Rule 17 – Warehousing

17.1 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 Attachments 1 and 2 of Appendix 8,
- 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.

17.2 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 every three years no later than 15 business day prior to the expiration of the approval;
 - ii. The Contractor shall maintain insurance on an annual basis in order to remain on the approved warehouse list; and
 - iii. The Contractor shall re-inspect warehouses when modifications are performed and advise the IDC of updated information;
- c. If a warehouse does not meet the requirements specified by the IDC (see Appendix 8 checklist), 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. If deficiencies are found, 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.

17.3. 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.

17.4 Warehouseman / Contractor Relationship

- a. A warehouseman may be affiliated to more than one Contractor. In the case of a warehouse with multiple affiliations, each Contractor will have a unique code for their portion of the warehouse as assigned by the IDC upon approval.

- 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.

Rule 18 – Hypothetical Moves (DND only)

18.1 We have instances where a member moves to or from a location other than the entitled location (i.e. members on retirement may wish to move to the US, or a member released from the CF might only be entitled to move to his place of enrolment but elects to move to another city). For these cases, the contractor will calculate the actual cost for the entire move as per this tariff. A second calculation shall be made for the move of the shipment from point of origin to the entitled destination or to the closest Canadian border crossing to his place of retirement in the US. This calculation shall be known as a “Hypothetical Move”, the calculation is also done through FEAMS. The Contractor will invoice for the value of the Hypothetical move only with applicable taxes (i.e. US Moves or destination for domestic moves), and the shipper shall pay COD the amount of the actual cost less the cost of the Hypothetical move with applicable taxes.

- a. Examples:
 - i. Shipper moves from Ottawa to San Bernardino, Ca. on retirement. His entitlement is to the closest Canadian border crossing to his place of retirement, i.e. White Rock, BC. DND shall be invoiced for the Canadian portion of the move - Ottawa to White Rock (the hypothetical portion) - and the shipper is to be invoiced directly and pay at time of delivery for the difference between the hypothetical cost and the actual cost. Calculation must be done without taxes for locations outside Canada.
 - ii. Shipper moves from Borden, On to Calgary, AB on release from the Forces. His entitlement is to his/her place of enrollment, i.e. Winnipeg, MB. DND shall be invoice for the portion of the move - Borden to Winnipeg (hypothetical portion) and the shipper is to be invoiced for the difference between the hypothetical cost and the actual cost. Contractor will calculate the difference in the transportation rates, 2500 lbs Borden/Calgary 2101 miles at 77.80 cwt/\$1945.00, Borden/Winnipeg 1248 miles at \$58.56 cwt at \$1464.00, COD will be \$481.00.

- b. The move order transmitted by FEAMS will have the hypothetical city, province and country and will contain the following paragraph:
 - i. “This order authorizes your firm to move the household goods of the shipper named in the order to (Destination). DND will only pay the hypothetical cost based on the actual weight of the shipment any costs in excess of hypothetical cost are payable by invoice to the shipper named in the order.”

Rule 19 - Determining Mileage

- 19.1** Rates are based on weight and mileage. Invoices shall only include mileage obtained from a mileage/distance guide recognized by the IDC, ProMiles is the approved commercial software.
- 19.2** Should the origin or destination location not appear in the mileage guide, the mileage shall be computed based on the distance to the closest location that does appear in the mileage guide and with the use of a road map, the distance shall be calculated to the final location.
- 19.3** There are occasions when a destination street address is unknown, and a shipment is addressed to the city or town where the shipper is relocated. As soon as the shipper has confirmed his/her final destination, the move contract will be updated and communicated to provide the final destination and accurate mileage.
- 19.4** Should the origin and/or destination address be adjacent to a major center, the major center shall be considered the origin or destination when determining mileage. The following paragraphs indicate the 25 mile radius listing of cities, towns, villages and municipalities that are considered part of the major center for the purpose of calculating mileage.
 - a. Example: If a shipment from Scarborough, ON is going to Bedford, NS, the mileage will be calculated from Toronto, ON to Halifax, NS.

- 19.5** The following cities have been identified as recurring origin/destinations:

A CALGARY, ALBERTA

Cities, towns, villages and municipalities in the Province of Alberta within a 25 mile radius of the intersection of Highways 1A and 2 in the City of Calgary, Alberta. This listing may not be all-inclusive:

Airdrie	Balzac	Bragg Creek	Calgary
Cheadle	Cochrane	Conrich	Dalemead
De Winton	Kathyrn	Keoma	Langdon

Lyalta	Millarville	Okotoks	Priddis
Shepard			

B EDMONTON, ALBERTA

Cities, towns, villages and municipalities in the Province of Alberta within a 25 mile radius of the intersection of Highways 2 and 16A in the City of Edmonton, Alberta. This listing may not be all-inclusive:

Ardrossan	Beaumont	Bon Accord	Bruderheim
Calmar	Cooking Lake	Carbonale	Devon.
Edmonton	Fort Saskatchewan	Gibbons	Lancaster Park
Leduc	Looma	Mearns	Morinville
Namao	New Sarepta	Nisku	Riviere Qui Barre
Rolly View	Sherwood Park	Spruce Grove	St.Albert
Stony Plain	Villeneuve		

C. HALIFAX, NOVA SCOTIA

Cities, towns, villages and municipalities in the Province of Nova Scotia within a 25 mile radius of the intersection of Highways 1, 2, and 3 in City of Halifax, Nova Scotia. This listing may not be all-inclusive:

Aspotogan	Bayside	Bayswater	Beaverbank
Bedford	Beechville	Black Point	Boutilliers Point
Brookside	Cherry Brook	Chezzetcook	Cole Harbour
Cow Bay	Dartmouth	Deep Cove	East Chezzetcook
East Dover	East Uniacke	Eastern Passage	Fall River
Fox Point	French Village	Glen Haven	Glen Margaret
Gold Mines	Grand Lake	Hacketts Cove	Halifax

Hammonds Plains	Harrietsfield	Hatchet Lake	Head of Chezzetcook
Herring Cove	Hubley	Indian Harbour	Ingramport
Ketch Harbour	Kinsac	Lake Echo	Lakeland
Lakeside	Lakeview	Lawrencetown	Lower Seabright
Lucasville	McGraths Cove	Mineville	Montague
Naugle Station	Northwest Cove	Peggy's Cove	Pennant
Pockwock	Porters Lake	Preston	Prospect
Queensland	Sackville	Shad Bay	Shearwater
South Uniacke	St. Margarets Bay	Timberlea	Uniacke
Upper Sackville	Upper Terence Bay	West Dover	Whites Lake
Windsor Junction	Woodside		

D. HAMILTON, ONTARIO

Cities, towns, villages and municipalities in the Province of Ontario within a 25 mile radius of the intersection of Highways 6 and 8 in City of Hamilton, Ontario. This listing may not be all-inclusive:

Aberfoyle	Alberton	Aldershot	Ancaster
Arkell	Beamsville	Binbrook	Blackheath
Bronte	Brookville	Burlington	Cainsville
Caistor Center	Caistorville	Caledonia	Carlisle
Carluke	Cayuga	Clappisons Corners	Copetown
Duff's Corners	Dundas	Elfrida	Empire Corners
Flamboro Centre	Freelton	Fruitland	Fulton
Grassie	Greensville	Grimsby	Grimsby Beach
Hagersville	Hamilton	Harrisburg	Jerseyville

Kilbride	Lowville	Lynden	Middleport
Millgrove	Milton	Morrison	Mount Hope
Ohsweken	Omagh	Osborne Corners	Palermo
Peters Corners	Puslinch	Rockton	Sheffield
Sheridan Park	Smithville	Stoney Creek	Vinemount
Waterdown	West Flamborough	Westover	Willowgrove
Winona	Woodburn		

E. GATINEAU, QUEBEC

Cities, towns, villages and municipalities in the Province of Québec within a 25 mile radius of the intersection of Highway 8 and 11 in the City of Gatineau, Quebec. This listing may not be all-inclusive:

Alcove	Angers	Aylmer	Aylmer East
Breckenridge	Buckingham	Burner	Cantley
Chelsea	Cousineau	Davidson Corners	Eardley
Farm Point	Farmers Rapids	Farrellton	Gatineau
Gleneagle	Heyworth	Hull	Ironside
Jeanne d'Arc	Kirks Ferry	Larrimac	Luskville
Masson	Mayo	Meech Lake	Notre Dame-de-la-Salette
Perkins	Pointe Gatineau	Pontiac	Quinnville
Ribot	Rupert	Saint Francois-de-Mashman	Saint Pierre-de-Wakefield
Sainte Cecile-de-Mashman	Simmons	Touraine	Val-Des-Monts (Perkins)
Wakefield/Lapeche			

F. MONTREAL, QUEBEC

Cities, towns, villages and municipalities in the Province of Québec within a 25 mile radius of the intersection of Sherbrooke Street and St. Denis Street the City of Montreal, Quebec. This listing may not be all-inclusive:

Anjou	Auteuil	Baie-d'Urfé	Bas-de-Ste.Rose
Beaconsfield	Beauharnois	Bélanger	Beloeil
Bois-des-Filion	Boucherville	Bout-de-L'Ile	Brossard
Camp Bouchard	Candiac	Cap St-martin	Caughnawaga
Chambly	Charlemagne	Chateauguay	Chateauguay Centre
Chateauguay Heights	Chomedey	Côte-St-Luc	Delson
Dollard-des-Ormeaux	Dorion	Dorval	Duvernay
Fabreville	Greenfield Park	Hampstead	Iberville
Ile Bizard	Ile Perrot	Ile Perrot-Nor	Iles de Soeurs
Iles Ste-Thérèse	Jacques Cartier	Kirkland	L'Aboid-à-Plouffe
Lachenaie	Lachine	Laflèche	La Prairie
La Salle	L'Assomption	Laval	Laval-des-Rapides
Laval-ouest	Laval-sur-la-Lac	Lemoyne	L'Epiphanie
Léry	Longueui	Lorraine	Mackayville
MacMasterville	Maple Grove	Marieville	Mascouche
Maurice	Mellocheville	Montreal	Montréal-Est
Montréal-North	Montréal-Ouest	Montréal-Sud	Mont Royal
Outremont	Pierrefonds	Pincourt	Pine Beach
Pointe Calumet	Pointe Claire	Pointe-aux-Trembles	Pointe-des-Cascades
Pointe-du-Moulin	Pont-Viau	Repentigny	Richelieu
Rivière des Prairies	Rosemère	Roxboro	Saraguay

Senneville	Sherrington	St-Antoine-des-Laurentides	St-Augustin
St-Basile	St-Bruno	St-Charles	St-Constant
St-Edouard	St-Elzéar	St-Eustache	St-Eustache sur le Lac
St-François-de-Sales	St-Hilaire	St-Hubert	St-Isidore
St-Jacques	St-Janvier	St-Jean	St-Jean Baptiste
St-Joseph-du-Lac	St-Lambert	St-Léonard-de-Port	St-Luc
St-Marc	St-Martin	St-Mathias	St-Maurice
St-Michel	St-Paul l'Ermite	St-Philippe	St-Pierre
St-Rémi	St-Roch-de-l'Achigan	St-Urbain	St-Vincent-de-Paul
Ste-Amable	Ste-Anne-de-Bellevue	Ste-Anne-des-Plaines	Ste-Catherine
Ste-Dorothée	Ste-Julie	Ste-Marie	Ste-Marthe-sur-le-Lac
Ste-Martine	Ste-Monique	Ste-Rose	Ste-Théodosie
Ste-Thérèse	Terrasse	Terrebonne	Varenes
Vaudreuil	Verchères	Verdun	Ville de Sainte Julie
Ville St. Laurent	Vilmon	Westmount	Woodlands

G. OTTAWA, ONTARIO

Cities, towns, villages and municipalities in the Province of Ontario within a 25 mile radius of the intersection of Highway 17 and the Queen Elizabeth Driveway in the City of Ottawa, Ontario. This listing may not be all-inclusive:

Ashton	Barrhaven	Bells Corners	Blackburn Hamlet
Blossom Park	Carlsbad Springs	Carp	Cheney
Constance Bay	Cumberland	Durobin	Edwards

Embrun	Fallowfield	Gloucester	Greely
Hammond	Hazeldean	Kanata	Kars
Limoges	Manotick	Marionville	Metcalfe
Munster	Munster Hamlet	Navan	Nepean
North Gower	Notre-Dame-des-Champs	North Gower	Orleans
Osgoode	Ottawa	Ramsayville	Richmond
Rockcliffe Park	Rockland	Russell	Sarsfield
Stittsville	Templeton	Vanier	Vars
Vernon	Western Community		

H. QUEBEC CITY, QUEBEC

Cities, towns, villages and municipalities in the Province of Québec within a 25 mile radius of the intersection of St.Jean and Cote du Palais in the City of Quebec, Quebec. This listing may not be all-inclusive:

Ancienne-Lorette	Beaumont	Beauport	Beaupré
Bernadette	Bernières	Berthier-sur-Mer Blouin	Boischatel
Bord-de-l'Eau	Breakeyville	Cadrin	Calières
Cantin Cap-Rouge	Charlesbourg-Ouest	Charlesbourg	Charlesbourg-Est Charny
Château-Richer	Chevalier	Courcelette (Base)	Courville
D'Artagnan	Darveau	Duchesnay	Fossambault-sur-le-Lac
Giffard	Honfleur	Hurette	Ile d'Oleans
La Branche	La Durantaye	La Petite Rivière	Lac Beauport
Lac Delage	Lac St-Charles	Lac-St-Joseph	L'Ange-Gardien
Lauzon	Les Saules	Lévis	Loretteville
Montmorency	Moreau	Moulin Valliere	Neufchatel
Neuville	Notre-Dame-des-Laurentides	Orsainville	Petit Pré
Pintendre	Pont-Rouge Pontgrave	Québec	Québec, ouest
Rivière-aux-Chiens	Roche Plate	Scott	Shannon

St-Adolphe	St-Agapit	St-Anselme	St-Antoine-de-Tilly
St-Apollinaire	St-Augustin	St-Augustin-de-Demaures	St-Bernard
St-Charles	St-David-de-l'Auberivière	Ste-Anne-de-Beaupré	Ste-Brigitte-de-Laval
Ste-Catherine	Ste-Famille (Ile d'Orléans)	Ste-Foy	Ste-Hénédine
St-Émile	Ste-Pétronille (Ile d'Orléans)	St-Étienne	St-François (Montmagny)
St-François(Ile d'Orléans)	St-Gabriel-de-Valcartier	St-Gérald	St-Gervais
St-Gilles	St-Henri-de-Lévis	St-Isidore	St-Jean Ile d'Orléans
St-Jean-Chrysostome	St-Lambert-de-Lauzon	St-Laurent Ile d'Orléans	St-Lazare
St-Narcisse	St-Nérée	St-Nicolas	Stoneham
St-Pierre	St-Pierre Ile d'Orléans	St-Raphaël	St-Rédempteur
St-Romuald-d'Etchemin	St-Vallier	Tewkesbury	Val-Bélair
Valcartier	Val-St-Michel		

I. ST. JOHN'S, NEWFOUNDLAND

Cities, towns, villages and municipalities in the Province of Newfoundland within a 25 mile radius of the intersection of Lemarchant Road, Freshwater Road, and Military Road in the City of St. John's, Newfoundland. This listing may not be all-inclusive:

Avondale	Bauline	Bay Bulls	Bell Island
Blackhead	Cape Spear	Chamberlains	Chapel Cove
Cove	Flat Rock	Foxtrap	Goulds Manuels
Harbour Main	Holyrood	Kelligrews	Lance Cove
Logy Bay	Long Pond	Maddox Cove	Middle Cove
Outer Cove	Paradise	Pearl	Petty Harbour
Portugal Cove	Pouch Cove	Quidi Vidi	Seal Cove
St.John's	St.Phillips	St.Thomas	Topsail
Torbay	Tors Cove	Upper Gullies	Witless Bay

Woodfords

J. TORONTO, ONTARIO

Cities, towns, villages and municipalities in the Province of Ontario within a 25 mile radius of the intersection of Highways 2 and 11 in the City of Toronto, Ontario. This listing may not be all-inclusive:

Agincourt	Ajax	Aurora	Bay Ridges
Bolton	Box Grove	Bramalea	Brampton
Britannia	Brougham	Burnamthorpe	Buttonville
Carrville	Castlemore	Cherrywood	Claremont
Clarkson	Coleraine	Concord	Cooksville
Coventry	Derry West	Dixie	Don Mills
Downsview	Dunbarton	Ebenezer	Edgeley
Erindale	Etobicoke	Fairport	Fairport Beach
Forest Hill	Georgetown	Gormley	Green River
Greenwood	Hope	Hornby	Huttonville
King City	Kleinburg	Langstaff	Leaside
Locust Hill	Long Branch	Loren Park	Malton
Maple	Markham	Meadowvale	Mimico
Mississauga	Mt. Charles	New Toronto	Nobleton
North York	Norval	Oak Ridges	Oakville
Palermo	Pickering	Port Credit	Purpleville
Rexdale	Richmond Hill	Ringwood	Rosebank
Scarborough	Snelgrove	Snider	Streetsville
Swansea	Teston	Thornhill	Tormore
Toronto	Unionville	Vellore	Victoria Square
Weston	Whitby	Whitevale	Wilcox
Wildfield	Woodbridge	York	

K. VANCOUVER, BRITISH COLUMBIA

Cities, towns, villages and municipalities in the Province of British Columbia within a 25 mile radius of the intersection of Georgia and Granville Streets in the City of Vancouver, British Columbia. This listing may not be all-inclusive:

Anmore	Annieville	Beach Grove	Boundary Bay
Bowen Island	Brighthouse	Britannia Beach	Brunswick
Burnaby	Camp Artaban	Capilano	Caulfield
Cloverdale	Colebrook	Crescent Beach	Deep Cove
Delta	Dollarton	Dundarave	Eagle Harbour
Eburne	Elgin	Essondale	Fishermans Cove
Fraser Mills	Furry Creek	Gambier Harbour	Gibsons
Haney	Hollyburn	Horseshoe Bay	Ioco
Johnson	Keats Island	Ladner	Langdale
Langley	Lulu Island	Lynn Creek	Maple Ridge
Mount Sheer	New Westminster	Newton	North Vancouver
Ocean Park	Pitt Meadows	Port Guichon	Port Coquitlam
Port Mann	Port Hammond	Port Moody	Port Mellon
Porteau	Richmond	Roberts Creek	Sea Island
Sherman	South Beach	South Westminster	Steveston
Strawberry Hill	Sullivan	Surrey Centre	Tsawwassen
Tynehead	Vancouver	Wadsley	West Vancouver
Whalley	White Rock	Wigwam Inn	

L. VICTORIA, BRITISH COLUMBIA

Cities, towns, villages and municipalities in the Province of British Columbia within a 25 mile radius of the intersection of Douglas and Fort Streets in the City of Victoria, British Columbia. This listing may not be all-inclusive:

Brentwood Bay	Cobble Hill	Colwood	Cowichan Bay
Esquimalt	Fulford Harbour	Glen Lake	Leechtown
Malahat	Metchosin	Mill Bay	Oak Bay

Otter Bay	Pender Island	Saanich	Saturna
Shawnigan Lake	Sidney	Sooke	Swartz Bay
Victoria			

M. WINNIPEG, MANITOBA

Cities, towns, villages and municipalities in the Province of Manitoba within a 25 mile radius of the intersection of Portage Avenue and Main Street in the City of Winnipeg, Manitoba. This listing may not be all-inclusive:

Anola	Argyle	Birds Hill	Blumenort
Cooks Creek	Dacotah	Domain	Dufresne
Dugald	East Selkirk	Fort Whyte	Garson Quarry
Grand Point	Grosse Ile	Hazelglen	Hazelridge
Headingley	Ile des Chenes	La Salle	Landmark
Lockport	Lorette	Lower Ft. Garry	Meadows
New Bothwell	Niverville	Oak Bluff	Oakbank
Parkdale	Prairie Grove	Rosser	Sanford
Selkirk	Springstein	St. Adolphe	St. Norbert
St. Francois-Xavier	Starbuck	Ste. Agathe	Stonewall
Stoney Mountain	Tyndall	Warren	Winnipeg

N. YELLOWKNIFE, NORTHWEST TERRITORIES

Cities, towns, villages and municipalities in the North West Territories within a 25 mile radius of the intersection of Franklin Avenue and 50th Street in the City of Yellowknife, Northwest Territories. This listing may not be all-inclusive:

Detah	Giant Mine	Rainbow Valley	Yellowknife
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US POSTINGS

Cities, towns, villages and municipalities in the United States within a 25 mile radius of the following duty stations. This listing may not be all-inclusive:

O. ALABAMA

FORT RUCKER, ALABAMA

Elba	Enterprise	Daleville
Dothan	Geneva	Hartford
Headland	New Brockton	Newton
Ozark	Slocomb	

MAXWELL AFB, ALABAMA

Hayneville	Holtville	Marbury
Millbrook	Montgomery	Prattville
Wetumpka		

REDSTONE ARSENAL, ALABAMA

Athens	Decatur	Hartselle
Harvest	Hazel Green	Huntsville
Madison	Meridianville	Moore's Mill
New Hope	Priceville	

P. ALASKA

CLEAR AFB, ALASKA

Anderson		
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ELMENDORF AFB, ALASKA

Anchorage	Chugiak	Eagle River
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EIELSON AFB, ALASKA

Fairbanks	North Pole	
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Q. CALIFORNIA

BEALE AFB, CALIFORNIA

Auburn	Alta Sierra	Colfax
Grass Valley	Linda	Lincoln
Live Oak	Loomis	Marysville
Meadow Vista	Nevada City	Olivehurst
Palermo	Rocklin	Wheatland
Yuba City		

EDWARDS AFB, CALIFORNIA

Boron	California City	Edwards
Lancaster	Lake Los Angeles	Mojave
Rosamond		

NAVAL BASE SAN DIEGO, CALIFORNIA

Chula Vista	Coronado	Del Mar
El Cajon	Lakeside	La Mesa
National City	Poway	San Diego

Santee	Solana Beach	
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PRESIDIO OF MONTEREY, CALIFORNIA

Carmel	Castroville	Chualar
Marina	Monterey	Salinas
Seaside	Pebble Beach	Prunedale
Watsonville		

VANDENBURG AFB, CALIFORNIA

Buellton	Guadalupe	Lompoc
Los Alamos	Los Olivos	Nipomo
Orcutt	Santa Maria	Solvang
Vandenburg Village		

R. COLORADO

BUCKLEY AIR FORCE BASE, COLORADO

Arvada	Aurora	Bennett
Brighton	Broomfield	Castle Pines
Centennial	Commerce City	Denver
Englewood	Highlands Ranch	Ken Caryl
Lakewood	Northglenn	Parker
Thorton	Watkins	Westminster
Wheat Ridge		

PETERSON AIR FORCE BASE, COLORADO

Black Forest	Cimarron Hills	Colorado Springs
Gleneagle	Falcon	Fountain
Monument	Palmer Lake	Peyton
Security-Widefield	Stratmoor	Woodland Park
Woodmoor		

S. DISTRICT OF COLUMBIA

PENTAGON, WASHINGTON, DC

Annandale Virginia	Arlington Virginia	Alexandria Virginia
Beltsville Maryland	Bethesda Maryland	Burke Virginia
Bowie Maryland	Centreville Virginia	Chantilly Virginia
Clarksville Maryland	Clinton Maryland	Crofton Maryland
Croom Maryland	Dale City Virginia	Falls Church Virginia
Fairfax Virginia	Fort Washington Maryland	Gaithersburg Maryland
La Plata Maryland	Laurel Maryland	Lorton Virginia
McLean Virginia	Mt Vernon Virginia	Newington Virginia
North Bethesda Maryland	Oakton Virginia	Olney Maryland
Potomac Maryland	Reston Virginia	Rockville Maryland
Silver Spring Maryland	Springfield Virginia	St Charles Maryland
Sterling Virginia	Tysons Corner Virginia	Vienna Virginia
Waldorf Maryland	Washington DC	Woodbridge Virginia

T. FLORIDA

ELGIN AIR FORCE BASE VALPARAISO, FLORIDA

Baker	Crestview	Fort Walton Beach
Niceville	Valparaiso	

MACDILL AFB TAMPA, FLORIDA

Bloomingtondale	Brandon	Clearwater
Dunedin	Keystone	Largo
Palmetto	Palm Harbor	Ruskin
St Petersburg	Tampa	Wesley Chapel
Valrico		

TYNDALL AIR FORCE BASE, FLORIDA

Callaway	Cedar Grove	Lynn Haven
Mexico Beach	Panama City	Panama City Beach
Parker	Pretty Bayou	Springfield
Wewahitchka		

U. GEORGIA

DOBBINS AIR RESERVE BASE, MARIETTA GEORGIA

Acworth	Alpharetta	Atlanta
Brookhaven	Canton	College Park
Dallas	Decatur	Douglasville
Duluth	East Point	Fair Oaks

Forest Park	Kennesaw	Mableton
Marietta	Norcross	Roswell
Sandy Springs	Smyrna	Woodstock

FORT BENNING, GEORGIA

Cusseta, Georgia	Columbus, Georgia	Ladonia, Alabama
Salem, Alabama	Smiths Station, Alabama	Phenix City, Alabama

FORT GORDON, GEORGIA

Augusta Georgia	Belvedere Georgia	Evans Georgia
Graniteville South Carolina	Grovetown Georgia	Hephzibah Georgia
Langley South Carolina	Jackson South Carolina	Martinez Georgia
Thomson Georgia	Warrenville South Carolina	Waynesboro Georgia

ROBBINS AFB, GEORGIA

Bonaire	Byron	Centerville
Cochran	Fort Valley	Gordon
Jeffersonville	Kathleen	Lizella
Macon	Marshallville	Perry
Warner Robbins		

V. HAWAII

JOINT BASE PEARL HARBOR-HICKAMHICKAM AFB AND NAVAL STATION PEARL HARBOR

Aiea	Ewa	Hauula
Honolulu	Kailua	Kapolei
Miliani	Wahiawa	

SCHOFIELD BARRACKS , HAWAII

Aiea	Ewa	Hauula
Honolulu	Kailua	Kapolei
Miliani	Wahiawa	

W. ILLINOIS

SCOTT AFB, ILLINOIS

Belleville	Breese	Cahokia
Caseyville	Collinsville	Columbia
Edwardsville	Granite City	Highland
Lebanon	Marissa	Mascoutah
Millstadt	Maryville	New Athens
New Baden	O'Fallon	Shiloh
Troy	Waterloo	

X. KANSAS

FORT LEAVENWORTH, KANSAS

Atchison Kansas	Bonner Springs Kansas,	Edwardsville Kansas
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Faucett Missouri	Gladstone Missouri	Kansas City Kansas
Lansing Kansas	Leavenworth Kansas	Oskaloosa Kansas
Platte City Missouri	Smithville Missouri	Tonganoxie Kansas
Nortonville Kansas	Weston Missouri	

Y. KENTUCKY

FORT CAMPBELL, KENTUCKY

Bumpus Mills Tennessee	Cadiz	Clarksville Tennessee
Elkton	Herndon	Hopkinsville
Indian Mound Tennessee	Oak Grove	

Z. MARYLAND

FORT GEORGE G MEADE, MARYLAND

Annapolis	Arnold	Baltimore
Bethesda	Bowie	Clarksville
Columbia	Edgewater	Ellicott City
Essex	Jessup	Laurel
Marlton	Middle River	Millersville
Odenton	Rockville	Savage
Severn	Silver Spring	Towson
Wheaton	Washington DC	

PATUXENT RIVER NAVAL AIR STATION, MARYLAND

California	Charlotte Hall	Leonardtwn
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Lexington Park	Lusby	Mechanicsville
Prince Frederick	Scotland	Solomons
St Marys City		

NAVAL SUPPORT ACTIVITY BETHESDA, MARYLAND

Annandale Virginia	Alexandria Virginia	Arlington Virginia
Ashburn Virginia	Bethesda Maryland	Chantilly Virginia
Chevy Chase Maryland	Columbus Maryland	Crofton Maryland
Damascus Maryland	Fairfax Virginia	Fort Washington Maryland
Gaithersburg Maryland	Glen Echo Maryland	Hanover Maryland
Lorton Virginia	Odenton Maryland	Reston Virginia
Rockville Maryland	Silver Spring Maryland	Vienna Virginia
Washington DC		

AA. MASSACHUSETTS

HANSCOM AIR FORCE BASE, MASSACHUSETTS

Acton	Bedford	Beverly
Billerica	Boston	Brookline
Burlington	Cambridge	Concord
Framingham	Lexington	Lincoln
Lawrence	Lowell	Lynn
Marlborough	Medford	Malden
Methuen,	Nashua New Hampshire	Newton
Needham	Norwood	Randolph

Revere	Somerville	Quincy
Waltham	Wellesley	Westford

CAPE COD AIR STATION, MASSACHUSETTS

Barnstable	Bourne	Buzzards Bay
Carver	Dennis	Falmouth
Forestdale	Marion	New Bedford
Plymouth	Pocasset	Rochester
Sandwich	Wareham	Yarmouth

AB. MISSOURI

FORT LEONARD WOOD, MISSOURI

Crocker	Dixon	Laquey
Licking	Richland	Rolla
Roby	St Robert	Waynesville

AC. NEW YORK

FORT DRUM, NY

Adams	Calcium	Carthage
Dexter	Lowville	New Bremen
Philadelphia	Sackets Harbor	Watertown

EASTERN AIR DEFENCE SECTOR, ROME, NEW YORK - Located at Former GRIFFISS AFB

Ava	Boonville	Camden
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Canastota	Clinton	Florence
Floyd	Frankfort	Lichfield
Marcy	New Hartford	Oneida
Rome	Stueben	Sauquoit
Sangerfield	Sherrill	Utica
Verona	Whitesboro	

AD. NEW JERSEY

MCGUIRE AFB, NEW JERSEY

Bensalem Philadelphia	Browns Mills New Jersey	Concordia New Jersey
Howel New Jersey	Feasterville Philadelphia	Freehold New Jersey
Lawrenceville New Jersey	Newtown, Philadelphia	Hightstown New Jersey
Levittown Philadelphia	Lacey New Jersey	Jackson New Jersey
Monmouth Junction New Jersey	Moorestown New Jersey	Mt Laurel New Jersey
Marlton New Jersey	Medford New Jersey	New Egypt New Jersey
Shamong New Jersey	Trenton New Jersey	Princeton New Jersey
Toms River New Jersey	Willingboro New Jersey	

PICATINNY ARSENAL, NEW JERSEY

Blairstown	Bridgewater	Denville
Dover	East Orange	Clifton
Frankford	Oak Ridge	Hopatcong
Irvington	Montville	Morristown
Mt Olive	Newton	Paterson

Plainfield	Randolf	Summit
Union	Wayne	Westfield
West Milford		

AE. NORTH CAROLINA

FORT BRAGG, NORTH CAROLINA

Aberdeen	Cameron	Erwin
Fayetteville	Hope Mills	Lillington
Raeford	Spring Lake	Southern Pines
St Pauls		

AF. NORTH DAKOTA

CAVALIER AFS, NORTH DAKOTA

Cavalier	Langdon	Walhalla
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AG. OHIO

WRIGHT PATTERSON AIR FORCE BASE, DAYTON, OHIO

Beavercreek	Bellbrook	Brookville
Cedarville	Centerville	Dayton
Englewood	Fairborn	Huber Heights
Jamestown	Kettering	Miamisburg
Riverside	Springboro	Springfield
St Paris	Tipp City	Troy
Vandalia	Waynesville	West Milton

Xenia	Yellow Springs	
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AH. OKLAHOMA

FORT SILL, LAWTON, OKLAHOMA

Apache	Cache	Chattanooga
Cyril	Elgin	Fletcher
Geronimo	Indiahoma	Lawton
Sterling		

TINKER AIR FORCE BASE, OKLAHOMA

Bethany	Bethel Acres	Choctaw
Del City	Edmond	Harrah
McLoud	Midwest City	Moore
Mustang	Newcastle	Nicoma Park
Noble	Norman	Oklahoma City
Slaughterville	Yukon	

AI. TEXAS

FORT BLISS, TEXAS

Anthony	Canutillo	Chaparral New Mexico
El Paso	Horizon City	San Elizario
Santa Teresa New Mexico	Socorro	Sparks

FORT HOOD, TEXAS

Belton	Copperas Cove	Gatesville
Harker Heights	Kempner	Killeen
Salado		

LACKLAND AFB, TEXAS

Castle Hills	Castroville	Converse
Elmendorf	Helotes	Hollywood Park
Kirby	Leon Valley	Live Oak
Lytle	Poteet	San Antonio
Selma	Southside	Stone Oak
Universal City		

RANDOLPH AIR FORCE BASE, TEXAS

Alamo Heights	Balcones Heights	Bulverde
Castle Hills	Cibolo	Converse
Hollywood Park	Kirby	La Vernia
Leon Valley	Live Oak	New Braunfels
San Antonio	Seguin	Selma
Universal City	Windcrest	

AJ. VIRGINIA

FORT BELVOIR

Alexandria Virginia	Aquia Harbour Virginia	Annandale Virginia
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Arlington Virginia	Bel Alton Maryland	Bethesda Maryland
Brandywine Maryland	Bristow Virginia	Burke Virginia
Centreville Virginia	Chantilly Virginia	Clinton Maryland
Dale City Virginia	Falls Church Virginia	Fairfax Virginia
Fort Washington Maryland	Hyattsville Maryland	Indian head Maryland
Kettering Maryland	Lake Ridge Virginia	Lorton Virginia
Manassas Virginia	McLean Virginia	Mt Vernon Virginia
Newington, Virginia	North Bethesda Maryland	Oakton Virginia
Potomac Maryland	Reston Virginia	Silver Spring Virginia
St Charles Maryland	Vienna Virginia	Waldorf Maryland
Woodbridge Virginia	Washington DC	Yorkshire Virginia

FORT LEE, VIRGINIA

Bellwood	Bon Air	Charles City
Chester	Hopewell	Manchester
Petersburg	Prince George	South Richmond
Sandston	Quinton	Waverly

FORT MYER, VIRGINIA

Alexandria Virginia	Annandale Virginia	Arlington Virginia
Bowie Maryland	Brandywine Maryland	Burke Virginia
Centreville Virginia	Chantilly Virginia	Clinton Maryland
Crofton Maryland	Dale City Virginia	Falls Church Virginia
Fairfax Virginia	Fort Washington Maryland	Gaithersburg Virginia

Hyattsville Maryland	Indian head Maryland	Kettering Maryland
Lake Ridge Virginia	Lorton Virginia	Manassas Virginia
McLean Virginia	Mt Vernon Virginia	Newington Virginia
North Bethesda Maryland	Oakton Virginia	Olney Maryland
Potomac Maryland	Reston Virginia	Rockville Maryland
Silver Spring Maryland	Sterling Virginia	St Charles Maryland
Vienna Virginia	Waldorf Maryland	Woodbridge Virginia
Washington DC		

LANGLEY AFB, VIRGINIA

Chesapeake	Grafton	Hampton
Newport News	Norfolk	Poquoson
Portsmouth	Smithfield	Suffolk
Yorktown	Williamsburg	

NATO HQ SACT, VIRGINIA

Chesapeake	Grafton	Hampton
Newport News	Norfolk	Poquoson
Portsmouth	Smithfield	Suffolk
Virginia Beach		

NAVAL STATION NORFOLK, VIRGINIA

Chesapeake	Grafton	Hampton
Newport News	Norfolk	Poquoson

Portsmouth	Smithfield	Suffolk
Virginia Beach		

MARINE CORPS BASE QUANTICO, VIRGINIA

Aquia Harbour Virginia	Annandale Virginia	Bel Alton Maryland
Burke Virginia	Dale City Virginia	Fairfax Virginia
Fort Washington Maryland	Fredericksburg Virginia	Groveton Virginia
King George Virginia	Lincolnia Virginia	Lorton Virginia
La Plata Maryland	Manassas Virginia	Montclair Virginia
Mt Vernon Virginia	Newington Virginia	Nokesville Virginia
Quantico Virginia	Springfield Virginia	Stafford Virginia
Woodbridge Virginia		

AK. WASHINGTON

MCCHORD AFB, WASHINGTON

Auburn	Burley	Du Pont
Eatonville	Federal Way	Graham
Lacey	Lakewood	Olympia
Orting	Puyallup	Parkland
South Hill	Spanaway	Tacoma
Wauna	Yelm	

FORT LEWIS, WASHINGTON

Auburn	Burley	Du Pont
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Eatonville	Federal Way	Graham
Lacey	Lakewood	Olympia
Orting	Puyallup	Parkland
South Hill	Spanaway	Tacoma
Wauna	Yelm	

NAVAL AIR STATION WHIDBEY ISLAND, WASHINGTON

Anacortes	Burlington	Coupeville
Freeland	Langley	Mount Vernon
Oak Harbor	Sedro-Woolley	

Rule 20 – Waiting Time (Not the Fault of the Contractor)

20.1 Waiting time at destination will be applicable only between 0800 and 1600 hours, Monday to Saturday inclusive, including statutory Holidays (at destination), subject to the following:

- a. three(e) hours free time per vehicle will be included in GAMS and mandatory;
- b. upon completion of the three hours free time, an additional period of up to eight(8) hours must be provided by the Contractor. Each hour or portion thereof of this eight hours will be paid at the rate specified in Annex B, Section 3 of this contract
- c. waiting time beyond eight(8) hours in excess of allowable three(3) hours free time will be rendered only at the convenience of the Contractor. Upon expiration of eight hours chargeable waiting time, the Contractor may extend the waiting time or request approval from the applicable TA to place the shipment into SIT or SIV.

Rule 21 – Reweigh – Shipments over 20,000 lbs

21.1 The Contractor shall perform a reweigh at destination when the net weight obtained at origin is in excess of 20,000 lbs or when it exceeds the shipper’s weight entitlement as specified in the move order. On a local move scaled at 20,000 lbs or more, and wherein the shipper doubts the accuracy of the actual weight, the Contractor will report to a second authorized scale to validate the original weight. If an authorized scale is not available, the Contractor will contact the TA who will determine whether or not a supervised off-weight is in order. Failure to reweigh will result in the

weight of the shipment being considered equal to the lesser of the maximum weight entitlement and 110% of the estimated weight. The Contractor will be reimbursed cost paid at the scale house.

Appendix 2 – Weight Estimating Process

1.0 General

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

1.1 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%, the Contractor will be requested to investigate and formally inform the appropriate move consultants of the shortfall. The Contractor will inform the IDC of remedial action taken within 30 business days of receipt of the report.
 - 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%, the Contractor will be requested to submit to the IDC a detailed plan to remediate and improve the estimate process.
 - iii. This process will continue until the IDC is confident that variances are within a tolerance limit between 3 to 5 percent.

Attachment 1 of Appendix 2 - Pre-move Weight Estimation Process

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.

Attachment 2 of Appendix 2 – Procedures for the Pre-Printed Inventory Listing

1. The Contractor shall produce accurate pre-printed inventory listings capturing all items to be shipped.
2. The following guidelines will apply to the inventory listing:
 - a. the inventory shall be in the standard format approved by the IDC refer to Annex A section 2 para 2.5 l and m;
 - b. after packing has been completed and prior to printing the final inventory, 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 shall provide a room-by-room breakdown of household goods and other articles requiring conditioning;
 - d. miscellaneous items not requiring conditioning, Contractor packed cartons and the accepted packed by owner (PBO) items do not need to be part of the pre-printed inventory ;
 - e. the Contractor shall produce a clear inventory with conditioning that clearly reflects the actual condition of the piece of furniture or article;
 - f. the Contractor shall use the inventory 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 the printed inventory to minimize handwritten amendments/additions;
 - g. the Contractor shall ensure all handwritten entries on the inventory 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 pre-printed inventory will be accepted;
 - k. void entries shall be clearly struck-out;
 - l. there shall be no writing over void entries; and
 - m. where possible, each room will have its own inventory 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)

1.0. 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 Federal Government 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 at the end of Appendix 3;
- f. TTG extensions will not apply in the event of a mechanical breakdown, and
- g. Local Moves: All local moves will have a minimum TTG of 1 day and a maximum TTG of 2 days.

1.1. 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 and Continental United States

ESTIMATED WEIGHT OF SHIPMENT (POUNDS)	DISTANCE (MILES)											
	1 to 50	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	1-2	2-10	3-12	4-14	5-16	6-18	7-20	8-21	10-24	11-25	12-26	13-28
1000-2999	1-2	2-8	3-10	4-13	5-14	6-16	7-18	8-20	10-22	11-22	12-25	13-25
3000-4999	1-2	2-6	4-8	4-10	5-11	6-14	7-15	8-17	10-18	11-19	12-21	13-23
5000-6999	1-2	2-5	4-6	4-7	5-9	6-11	7-13	8-15	10-16	11-17	12-19	13-20
7000-8999	1-2	2-4	4-6	4-6	5-8	6-10	7-12	8-14	10-16	11-17	12-18	13-20
9000-10999	1-2	2-4	4-6	4-6	5-8	6-9	7-11	8-13	10-15	11-16	12-18	13-19
11000-12999	1-2	2-4	4-6	4-6	5-7	6-9	7-10	8-12	10-14	11-15	12-17	13-18
13000-plus	1-2	2-3	4-5	4-6	5-6	6-7	7-8	8-11	10-12	11-13	12-15	13-17

1.2. Extensions to TTG

- a. **Extensions are cumulative i.e. you get a ferry extension and an off peak extension for a total of 4 days in addition to the TTG table to be applied on the max only.**
- b. The following applies to all shipments to, from, or between Non-Road Accessible Locations:
 - (1). For moves serviced by a third party service provider in accordance with Rule 14 of Appendix 1 to Annex A, 15 additional days will be added to the maximum TTG.
 - (2). If a move has an origin and destination in a Rule 14 location then the TTG at column 1 to 50 miles will apply and 15 days added to maximum.
 - (3). Contractor is required to provide a 3 day TTG window for the actual origin/destination services in 3PS locations.
- c. Moves to/from areas where an International border crossing is required either for X-ray or check at the International Border or for CBSA clearance, the IDC representative is to be immediately (within 24 hours) contacted to halt the TTG until the clearance/check is completed and contacted again to restart the TTG ;
- d. Moves involving the use of a ferry that is not operating on a daily schedule, i.e. Queen Charlotte Islands – add 2 days to maximum;
- e. Moves to/from Labrador, Newfoundland – add 2 days to maximum.
- f. Moves to/from Continental United States – add 7 days to maximum, except for Alaska add 9 days to maximum.
- g. Off peak (1 Oct – 30 Apr) – add 2 days to maximum.

1.3. Example TTG Calculation

1. Weight of shipment: 11,275 lbs

Distance for over-the-road transport of shipment: 931 miles

Origin: Edmonton, AB

Destination: Iqaluit, NU

3PS airport: Yellowknife, NT

DSR Date: March 14

TTG: 4 to 6 days

Applicable TTG Extension: 10 days for servicing a 3ps location and 2 days for out of season

New TTG 4 to 18 days

2. Example 2

Weight of shipment: 1561 lbs

Distance for over-the-road transport of shipment: 1786 miles

Origin: Inuvik, NT

Destination: Masset, BC

DSR Date: March 14

TTG: 7 to 18 days

Applicable TTG Extension: 2 days for ferry and 2 days for out of season

New TTG 7 to 22 days

Note:

1. According to Table 1 of Appendix 3 for a shipment of 11,275 lbs travelling a distance of 931 miles, the TTG is 4 to 6 days. The load date is included in the TTG in accordance with Para 1.0.a. of Appendix 3. Therefore, the window for the Contractor to deliver based on the TTG and applicable TTG extension is 4 to 18 days post DSR. Should a TTG maximum fall on a weekend or a Federal Government holiday, the maximum TTG is to be extended to the next business day. In this example Yellowknife is the location from which the GAMS3PS airlift will take place.
2. According to Table 1 of Appendix 3 for a shipment of 1561 lbs travelling a distance of 1786 miles, the TTG is 7 to 18 days. The load date is included in the TTG, the move is out of season and a ferry with non-daily service is involved so the applicable extensions are 2 for season and 2 for ferry. The new TTG will be 7 to 22 days.

Appendix 4 - General Packing Requirements

1.0. General Packing Requirements

The Contractor shall:

- a. perform all preparation and packing in a manner resulting in the least cubic measurement, producing packages that withstand normal movement without damage to the container or contents and at a minimum of weight;
 - b. take into consideration the mode(s) of transport and length of storage (for LTS) when preparing and packing the HG&E;
 - c. pack all items located in attics and crawl spaces of residences in Borden and Kingston;
 - d. assume all risks for loss and damage once the items have been accepted;
 - e. use a set-up box for items that were disassembled by the Contractor at origin; and
 - f. label each carton with the room location and identify the general contents.
-
- 1.1. The minimum bursting strength for cartons will be ISO 2759:2001 @ 200 lbs/square inch. Boxes shall be new or in sound condition; if not new they shall be free of all marks pertaining to previous shipment and must be dry and clean.
 - 1.2. Contractors are encouraged to use recycled materials where there will not be any detrimental impact to the quality of the service.

Appendix 5 – Personal Motor Vehicle (PMV) Transit Time Guide (TTG)

1.0 General

- a. Transit times set out in this TTG reflect the maximum number of calendar days for a PMV to be delivered. TTG extensions as identified in Appendix 3 1.2 will apply.
- 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 maximum falls on a weekend or a Federal Government holiday, the entire TTG window will be delayed to 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.
- e. PMV Tables do not apply to locations identified in Rule 14.
- f. When a PMV is shipped in the same van with the HG&E, the TTG table for HG&E is applicable based on the combined weight of the HG&E and PMV (see TTG tables in Appendix 3).

Table 1 of Appendix 4 - Transit Time Guide (TTG) for PMV Shipment (when not shipped in HG&E van)

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 MAXIMUM (CALENDAR DAYS)* refer to TTG Extensions above										
8	10	13	14	16	18	20	22	22	25	25

Appendix 6 - Vans / Vehicles / Containers and Equipment

- 1.0.** 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 and protection of residences. 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. any unique material handling equipment that is required shall be used for the safe handling of heavy articles such as upright freezers; pianos, safes, etc.;
 - d. the use of "Intermodal" type containers is strictly prohibited;
 - e. to provide for secure protection of the contents of the vans/vehicles/containers/, only case hardened locks shall be used; and
 - f. necessary precautions shall be taken to ensure that the contents of all shipments are secured at all times throughout the HG&E and PMV(s) movement process.

Appendix 7 – Quality Plans (QP)

1.0 Quality Assurance Plan

- a. 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. The plans are subject to review in conjunction with the IDC based upon Value Index findings to address areas of concern.
- b. Failure to demonstrate improvements will have negative consequences through the Value Index while improvements will generate positive results.
- c. 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.
- d. 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

1.1 Scope: The QP states the scope clearly and includes:

- a. A simple statement of the purpose and expected outcome of the contract/project;
- b. The aspects of the contract/project to which it will be applied, including particular limitations to its applicability; and
- c. The conditions of its validity.

1.2 QP Inputs: The QP lists or describes the inputs to the QP.

1.3 Quality Objectives: The QP states the quality objectives for the contract and states how the quality objectives will be achieved. The quality objectives are expressed in measurable terms.

1.4 Management Responsibilities: The QP identifies individuals, including reporting lines, within the organization that are responsible for:

- a. Ensuring that the activities required for the contract are planned, implemented and controlled, and their progress monitored;

- b. Determining the sequence and interaction of the processes applicable to the product/service delivery;
- c. Communicating requirements to all affected departments and functions, subcontractors and customers, and resolving problems that arise at the interfaces between such groups;
- d. Reviewing the results of all quarterly internal audits conducted;
- e. Authorizing requests for exemption from the organization's quality management system requirements;
- f. Controlling corrective and preventive actions;
- g. Reviewing and authorizing changes to, or deviations from, the quality plan.

Note: Reporting lines of those involved in implementing the QP may be presented in the form of a flow chart.

1.5 Control of Documents and Data: The QP states:

- a. How the documents and data will be identified;
- b. By whom the documents and data will be reviewed and approved;
- c. To whom the documents will be distributed, or their availability notified;
- d. How access to the documents and data can be obtained.

1.6 Control of Records: The QP states:

- a. What records shall be established.
- b. How the established records will be maintained by including:
 - i. How, where and for how long records will be kept;
 - ii. What the contractual, statutory and regulatory requirements are, and how they will be satisfied;
 - iii. On what media the records will be kept (such as hard copy or electronic media);
 - iv. How legibility, storage, retrievability, disposition and confidentiality requirements will be defined and satisfied;
 - v. What methods will be used to ensure that records are available when required;
 - vi. What records will be supplied to the customer, when and by what means;
 - vii. Where applicable, in what language textual records will be provided; and
 - viii. The disposal of records

Note: Such records might include inspection and test records, process measurements, work orders, minutes of meetings.

1.7 Customer property – The QP states:

- a. How customer property is identified and controlled;
- b. The method used to conduct yearly audits, and
- c. How damaged or lost property will be administered.

1.8 Provision of Resources: The QP defines the type and amount of resources needed for the successful execution of the plan. Where a particular resource has limited availability, the QP identifies how demand from a number of concurrent products, projects, processes or contracts will be satisfied.

Note: These resources may include materiel, human resources, infrastructure and work environment

1.9 Materials: Where there are specific characteristics for required materials (raw materials and/or components), the specifications or standards to which the materials have to conform are stated or referred to in the QP.

1.10 Human Resources: The QP:

- a. Specifies, where needed, the particular competences required for defined roles or activities;
- b. Defines any specific training or other actions required for personnel;
- c. Includes the need for, and training of, new personnel;
- d. Includes the training of existing personnel in new or revised operating methods.

1.11 Infrastructure and Work Environment: The QP states the particular requirements of the contract/project and its delivery with regard to:

- a. the manufacturing or service facility,
- b. workspace,
- c. tools and equipment,
- d. information and communication technology,
- e. support services and transport facilities necessary for its successful completion.

Note: Where the work environment has a direct effect on product or process quality, the QP specifies the particular environmental characteristics.

1.12 Customer Communications: The QP states:

- a. Who is responsible for customer communication in particular cases;
- b. The means to be used for customer communication;

- c. Where applicable, communication pathways and contact points for specific customers or functions;
- d. The records to be kept of customer communication;
- e. The process to be followed when a customer compliment or complaint is received.

1.13 Purchasing: The QP defines:

- a. The critical characteristics of purchased products that affect the quality of the organization's product/service;
- b. How those characteristics will be communicated to suppliers, to enable adequate control throughout the product or service life cycle;
- c. The methods to be used to evaluate, select and control suppliers;
- d. Requirements for, and reference to, supplier QPs or other plans, where appropriate;
- e. The methods to be used to satisfy the relevant quality assurance requirements, including statutory & regulatory requirements that apply to purchased products;
- f. How the organization intends to verify purchased product conformity to specified requirements; and
- g. The facilities and services that will be outsourced. 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:
 - i. 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;
 - ii. how the Contractor intends to incorporate the Value Index feedback into their Sub-Contractor Management Plan;
 - iii. the administrative and disciplinary (i.e. suspension) processes and steps shall be defined;
 - iv. 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

1.14 Production and Service Provision: The QP:

- a. Identifies the inputs, realization activities and outputs required for carrying out production and/or service delivery.
- b. Includes or refers to:
 - i. The process steps;
 - ii. Relevant documented procedures and work instructions for transfer (loading, shipping), inspection and testing, adding, sampling procedures, storage and handling procedure.
 - iii. The tools, techniques, equipment and methods to be used to achieve the specified requirements, including details of any necessary material, product or process certification;
 - iv. Required controlled conditions to meet planned arrangements;
 - v. Mechanisms for determining compliance with such conditions, including any specified statistical or other process controls;
 - vi. Details of any necessary qualification and/or certification of personnel;
 - vii. Criteria for workmanship or service delivery;
 - viii. Applicable statutory and regulatory requirements;
 - ix. Industry codes and practices.
- c. States how the requirement for installation or commissioning of equipment or facilities will be achieved and which characteristics have to be verified and validated at that time.
- d. States how the organization intends to assure conformance to applicable requirements in-service post delivery or commissioning (i.e. warehouses, vehicle, etc.)

Note: The interrelationship between the various processes involved may be effectively expressed through the preparation of process maps or flow charts.

1.15 Identification and Traceability (Configuration Management): The QP defines or states:

- a. The methods to be used for equipment or facility identification where appropriate;
- b. The scope and extent of the traceability requirement, including how the affected equipment and facilities will be identified;
- c. How contractual, statutory and regulatory traceability requirements are identified and incorporated into working documents;
- d. What records relating to such traceability requirements will be generated and how they will be controlled and distributed; and
- e. Specific requirements and methods for the identification of the inspection and test status of equipment.

1.16 Preservation of Product: The QP states:

- a. Requirements for handling, storage, packaging and delivery, and how these requirements will be met.

- b. How the product or products used in the delivery of the service will be delivered to the specified site(s), in a manner that will ensure that its required characteristics are not degraded.

1.17 Control of Non-Conforming Product, Equipment or Facilities: The QP defines:

- a. How nonconforming product, equipment or facilities will be identified and controlled to prevent misuse, until proper disposal or acceptance by concession is completed.
- b. Specific limitations, such as the degree or type of rework or repair allowed to bring equipment or facilities back to conformance status, and how such rework or repair will be authorized.

1.18 Monitoring and Measurement: The QP defines:

(Note: Monitoring and Measurement is defined as the means by which objective evidence of conformity will be obtained).

- a. The process and product/service monitoring and measurements to be applied;
- b. The stages at which they should be applied;
- c. The quality characteristics to be monitored and measured at each stage;
- d. The procedures and acceptance criteria to be used;
- e. Any statistical process control procedures to be applied;
- f. Where and when inspections or tests are required to be witnessed or performed by regulatory authorities and/or customers (QAR);
- g. Where, when and how the organization intends, or is required by the customer, statutory or regulatory authorities, to use third parties to perform inspections or tests;
- h. The criteria for service acceptance;
- i. Continuous Improvement (CI) Process

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.

- j. Risk Management Plan 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.
- k. 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.
 - iii. Release of personal information as a result of improper information systems safeguards
- l. Partial or Major Loss or Disaster. Vans 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.
- m. Failure to Meet Contractual Obligations Directly or Indirectly
 - i. Should a Contractor fail, or be at risk of failing, to meet a contractual obligation Canada requires assurance that the requirements of the Contract will continue to be met.
 - ii. Examples that should be addressed are:
 - 1. LTS lots that require relocation due to a warehouse closure;
 - 2. A subcontractor fails to adhere to a TTG; and
 - 3. An LTS lot theft occurs.

1.19 Audits: The QP identifies:

- a. The quarterly internal audits to be performed for the referenced contract/project and the nature and extent of such audits.
- b. How the results of the quarterly internal audits are used.
- c. A claims settlement process for HG&E and PMV shipments within 40 business days following contract award (Draft process provided with Contractor's bid submission) for approval by the IDC. 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.

- d. steps to reduce and eliminate disputes and expedite a settlement.

Appendix 8 - Warehouse Standards and Inspections

1.0 General

- a. A warehouse is defined as a building in which household goods and furniture are stored. As such, no product other than household goods or products of a like kind shall share the premises of this building unless the areas assigned to household goods storage are secured in accordance with this Appendix and appropriately safeguarded by a firewall. Goods NOT of “like kind” shall be interpreted to mean anything that may contaminate the household goods - for example, but not limited to, products that generate incompatible odours, products that are chemically incompatible or products that may alter the structure of household goods being stored. In short, any product may be stored as long as the integrity of the household goods being stored is not adversely affected.
- b. It is the Contractor’s responsibility to conduct inspections of all of their sub-Contractors’ warehouses and ensure they meet, at a minimum, the standards detailed within this Appendix. There shall be an initial inspection for any facility that is to be added to the current list of warehouses, a tri-annual inspection for all existing warehouses, and a re-inspection for any warehouse that has undergone modifications of any kind. Inspection details are to be recorded using the checklists and Warehouse Facilities and Equipment Inspection Report (FER) contained in this Appendix, and shall be submitted to the responsible TA upon completion.
- c. For an initial inspection or re-inspection the subsequent report must be accompanied by a letter signed by the local Fire Department stating that the warehouse adheres to all federal and local fire regulations. Any costs associated with obtaining this letter shall be the responsibility of the Contractor. Also required is a diagram or sketch of the warehouse which shall show the other companies (if any) within the same structure, main interior dimensions, doors, openings, loading ramps, rated separation firewalls, and indicate the street address.
 - i. For existing warehouses, an updated and signed fire inspection letter must be submitted to the responsible TA every 5 years.
 - ii. TAs will update FEAMS/CRS upon receipt of inspection reports, and will monitor overdue inspections accordingly.
- d. In the event that a warehouse is not approved, the Contractor will advise the responsible DA and TA in writing of any deficiencies found with a request to temporarily de-activate said warehouse until corrective action is taken. If the Contractor finds the same deficiency during any subsequent re-inspection, the Contractor shall coordinate with the responsible DA and TA to have all storage lots (long term or SIT) relocated to an approved warehouse. Any costs associated with any deficiencies or relocation shall be borne by the Contractor. The Contractor will advise the responsible DA and TA when the warehouse has passed the inspection or is to be permanently deactivated

- e. Canada reserves the right to inspect warehouses holding storages, LTS and/or SIT lots at any time without notification to the Contractor. Every two years, TA will conduct a random check of a minimum of three (3) stored lots to ensure adherence to storage standards. The Contractor will be given the name of the shipper of the LTS lots to be inspected one (1) business day prior to the inspection. The transfer of any lots into another warehouse will be done only under the supervision of a Government representative

1.1 Warehouse Facilities and Equipment Inspection Report (FER)

a. Instructions to Inspecting Personnel

- i. The inspector shall satisfy himself/herself that the facilities are suitable for the safe storage of household goods. Should there be any doubt concerning the fire standards of the building, the inspector shall contact the local fire department for clarification.
- ii. Answering “NO” to any of the checklist items is a fail and will disqualify a warehouse.
- iii. Where deficiencies of a technical nature are found, sufficient details are to be provided in the findings to enable ready identification of the particular problem area. Such details shall not include recommendation as to methods or materials required to correct such deficiencies. The maximum time allowed the warehouse to correct deficiencies will be 30 days before the contractor will be required to relocate the lots at contractor’s expense.
- iv. The Contractor shall complete the inspection report at the time of the inspection with the warehouseman. TA will assign a warehouse code for an initial warehouse and will update warehouse information from the inspection report.
- v. A diagram or sketch of the warehouse shall be provided by the warehouseman and submitted with the FER for all initial warehouse inspections.
- vi. As stated in paragraph 3 above, all warehouses accepted by the Contractor shall be required to comply with local fire regulations.
- vii. When a warehouseman has long term storage lots, the Contractor must provide to the responsible TA an up-to-date list of those lots stored in each warehouse to ensure accuracy with records in FEAMS/CRS. This is to be done upon completion of the annual warehouse inspections.

Attachment 1 of Appendix 8 – Warehouse Facilities and Equipment Inspection Report (FER)

DATE OF INSPECTION _____ **WHSE CODE** _____

WAREHOUSEMAN

(Correct legal name)

CONTRACTOR AFFILIATION _____

TYPE OF INSPECTION: (Circle One. See Note below for submission requirements)

1. Initial

2. Annual

3. Temporary (15 Jun to 15 Oct)

4. Special (Indicate reason) _____

NAME OF INSPECTOR: _____

WAREHOUSE SIZE: _____ **SQ FT**

SHARED FACILITY? (circle one): YES/NO

WITH:

ALLOTTED SPACE: _____ **SQ FT**

LEASED OR OWNED? (circle one)

CURRENT LEASE EXPIRY DATE:

CUSTOMS BONDED: YES / NO

WHSE BOND # _____

WAREHOUSE STREET ADDRESS _____

MAILING ADDRESS _____

TELEPHONE NO. () _____ **FAX NO. ()** _____

NUMBER OF LTS LOTS: DND _____ **RCMP** _____ **CRS** _____

FINDINGS

1. **Contractor's Representative (Warehouse Inspector)**

a. Acceptance of this warehouse, equipment, and facilities is **approved/not approved**.

Signature: _____ Date _____

Print Name: _____

DISTRIBUTION: Copy 1 - Contractor
Copy 2 - Transportation Agent
Copy 3 - IDC

Attachment 2 of Appendix 8 – Warehouse Construction

	Yes	No	N/A
1. The building is in good state of repair	()	()	()
2. Building(s) is/are clearly marked with the warehouseman’s name. (Whenever possible the name shall be visible and identifiable from the roadway.	()	()	()
3. There are adequate lights in the working spaces.	()	()	()
4. Openings in fire separation are protected by suitable closures.	()	()	()
5. If the warehouse is, or will be, used for purposes other than storage of household goods, and if the other stored material is a flammable and/or combustible substance or contains more than one occupant, then adequate fire separation exists.	()	()	()
6. Stairways and vertical shafts are protected at each floor level.	()	()	()
7. Service rooms containing heating, warehouse handling equipment or machinery are provided with adequate fire separation from remainder of building.	()	()	()
8. The heating equipment and fuel storage conform to accepted safe practices.	()	()	()
9. Good housekeeping practices are maintained.	()	()	()
10. Safe storage is provided for hazardous materials such as packing materials and flammable liquids.	()	()	()
11. Rubbish and debris are removed from the warehouse daily. If stored within 3 meters of or inside the building, it shall be in an approved room or container as applicable.	()	()	()
12. “No Smoking” signs are posted and “No Smoking” regulations enforced in the storage area.	()	()	()

Attachment 3 of Appendix 8 – Storing Methods

	Yes	No	N/A
1. Rugs, carpets, and upholstered furniture are protected with moth preventatives when period of storage demands it.	()	()	()
2. Rugs, carpets, and upholstered furniture are placed in individual containers or individually wrapped.	()	()	()
3. 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.	()	()	()
4. Mattresses are placed in cartons/plastic sleeves.	()	()	()
5. Finished or polished surfaces are protected to prevent damage.	()	()	()
6. Each lot is adequately marked to facilitate easy loading and identification.	()	()	()
7. Palletizing or other satisfactory method is used for stacking and if floors have no drains, goods are stacked off the floor.	()	()	()
8. Floors of the warehouse are clean and free of trash and debris.	()	()	()
9. Rodent or insect infestation is prevented.	()	()	()
10. Rodent baits if used are placed a safe distance away from household effects.	()	()	()
11. The aisles are free of household goods other than for moving in and out.	()	()	()
12. Dust, trash, packing materials, etc, are prevented from accumulating in obscure places.	()	()	()
13. Refrigerators/deep freezers are disconnected and stored in a dry area with door wedged open to a maximum of 1 inch and secured in that position. Wedge not to compress gaskets.	()	()	()

Attachment 4 of Appendix 8 – Security

	Yes	No	N/A
1. Building Safeguards			
a. Control of access:			
All access to the storage areas is under the effective control of the warehouseman.	()	()	()
b. Doors:			
i. All doors of the buildings are equipped with adequate locking devices.	()	()	()
ii. An effective control exists to ensure issue of keys to storage door locks to authorized personnel only and their security when not in use.	()	()	()
iii. Storage door locks are changed immediately upon loss or theft of keys.	()	()	()
c. Windows:			
i. All windows and other apertures leading into storage area are fitted with secure fastenings operable only from the inside.	()	()	()
ii. Windows at ground level are reinforced with grills, screens, or bars securely fastened.	()	()	()
OR			
iii. Windows at ground level are protected by an alarm system connected to either the civil police or a security agency and designed to be activated by any attempt at unauthorized entry.	()	()	()

Note: A window at ground level means any window, including a door window, which regardless of its location is accessible to any person outside the building without the aid of a ladder, prop, etc.

Annex B - Basis of Payment (BOP)

Section 1 - General

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 moves within Canada will be invoiced and paid in Canadian dollars (CDN \$).
- d) All moves to, from and within the Continental United States will be invoiced and paid in US dollars (USD \$).
- e) SIT and Warehouse fees will be paid in Canadian currency for moves within Canada and US currency for moves to/from and within the US.
- f) All rates will remain fixed for two years from the contract start date. Commencing on the first option period on October 1, 2016, and annually thereafter, the following rates will be adjusted as follows:
 - i) **GAMS, SIT, SIV, LTS, Warehouse Handling, Cartage, PMV, and GAMS3PSP Rates:** increased or decreased by a percentage equal to the increase or decrease in the Economic Price Adjustment (EPA). The EPA will be calculated using 50% of the *Consumer Price Index (CPI) and Major Components, Canada – Not Seasonally Adjusted* (<http://www.statcan.gc.ca/daily-quotidien/131220/t131220a001-eng.htm>) and 50% of the *For Hire Motor Carrier Freight Services Price Index – Not Seasonally Adjusted for Used Household and Office Goods Moving for Canada* (<http://www.statcan.gc.ca/daily-quotidien/130930/t130930d001-eng.htm>) as established by Statistics Canada. If the index is negative, the rate will be adjusted accordingly but will not be reduced below the base rate (on contract award).

EPA ESCALATION CALCULATION DURING THE LIFE OF THE CONTRACT

EPA Escalation Formula:

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

where,

R = Escalation percentage from June 201X to June current year

A = Index of first index at June 201X (i.e. *Consumer Price Index (CPI) and Major Components, Canada – Not Seasonally Adjusted*)

A_o = Index of first index at June of current year (i.e. *Consumer Price Index (CPI) and Major Components, Canada – Not Seasonally Adjusted*)

B = Index of second index at second quarter 201X (i.e. *For Hire Motor Carrier Freight Services Price Index – Not Seasonally Adjusted for Used Household and Office Goods Moving for Canada*)

B_o = Index of second index at second quarter of current year (i.e. *For Hire Motor Carrier Freight Services Price Index – Not Seasonally Adjusted for Used Household and Office Goods Moving for Canada*)

M% = Weighting factor of first index (i.e. 50)

N% = Weighting factor of second index (i.e. 50)

The applicable year prices/rates to be included in the Basis of Payment section of the contract, on an annual basis, will be determined by applying the percentage increase in the EPA escalation, using the EPA Formula, to the prices/rates as quoted by the Bidder in 2014 dollars. The percentage increase will be calculated from the base period of June 2015 to June of the year in which the current contract period starts, i.e., October 1.

For example purposes only, in year commencing October 1, 2016, the first option period, the prices/rates quoted by the Bidder, in 2014 dollars, would be adjusted as follows:

Assumptions:

R = Escalation percentage from June 2015 to June 2016

A = 121.3 (First Index at June 2015)

Ao = 123.1 (First Index at June 2016)

B = 109.4 (Second Index at second quarter 2015)

Bo = 110.0 (Second Index at second quarter 2016)

M% = 50% (First Index Weighting)

N% = 50% (Second Index Weighting)

$$R = \frac{M\% (Ao - A)}{A} + \frac{N\% (Bo - B)}{B} \times 100$$

$$R = \frac{.50 (123.1 - 121.3)}{121.3} + \frac{.50 (110.0 - 109.4)}{109.4} \times 100$$

$$R = (.0074 + .0027) \times 100$$

$$R = 1.01\%$$

Therefore, the prices/rates quoted for the year commencing October 1, 2016, in 2014 dollars, would be increased by 1.01%.

1.1 Minimum Weight Charges

Charges are based on hundredweight (cwt) and are subject to a 500 lb minimum within Canada and a 1,000 lb minimum for moves the Continental United States. Shipments invoiced based on minimum weight of 500 lbs will not require scaling.

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. moves under Rule 14 where scaling is not possible at either origin or destination;
 - iv. PMV shipments, and
 - v. When a SF23 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).

1.3 Defined Rate Schedules

- a. The rates to be applied for SIT, Warehouse handling and LTS are based on the two geographic areas as defined below:
 - i. **Schedule A** – applied when the services are performed at any location in Labrador, Northwest Territories, Nunavut, Yukon or Alaska
 - ii. **Schedule B** – any location place not named in Schedule A.

1.4 Invoicing

- a. The Contractor:
 - i. Should submit invoices reflecting all charges for services rendered within 40 business days of the delivery date and should process invoices in the fiscal year (ending 31 March) in which the service is rendered;
 - ii. Shall include the following information, as a minimum, on the invoice: date of invoicing; shipper's name; move contract number; DSR date; mileage; actual/constructive weight; and all applicable charges with relevant details;
 - iii. Shall 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). The first partial month of storage/RCP will be pro-rated to the end of the month. The final month of storage/RCP will be pro-rated from the first day of the month up to and including the date of exit from the warehouse. 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. All documents must be signed and dated with exception to pre-move weight estimate.

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 signed and dated copy of the vehicle condition report, a signed and dated copy of the Bill of Lading, and a copy of the appropriate sheet from the *Sanford Evans Motor Vehicle Data Book* or an authoritative source for the weight such as the manufacturer's web site 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.

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 destination TA within 30 days of receiving payment.

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. For DND, the payment will be sent to DMCSS 5 attention: Central Payment.

Section 2 – Service Rates

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; crating, physical handling of HG&E between the residence and the van; loading; scaling; transportation; ferriage; tolls, up to three hours waiting time; (waiting time rate shall be charged beyond three hours waiting time); unloading; unpacking; shuttle service; parking permits; hoisting; lowering; rigging; crew costs, access to attics and crawl spaces at CFB Kingston and CFB Borden and any other service or materials that are required to prepare for the transport of the HG&E shipment;
- b. If a move is cancelled on pack or load day the 1 mile distance will be applied based on the estimated weight.

- c. For moves out of LTS, the packing rate of \$31.52/cwt will be subtracted from the GAMS rate.
- d. For moves into LTS, the unpacking rate of \$5.66/cwt will be subtracted from the GAMS rate.
- e. Breakpoints will apply to GAMS rates (Table #). Breakpoints indicate the weight at which a lower charge develops by using the lowest weight and applicable rate in next higher weight bracket.

The breakpoint weight for each weight bracket (except the last one) for any given distance band is calculated as follows:

$$\text{Breakpoint}^1 = \frac{(\text{StartWeight}_{\text{NextWeightBracket}} \times \text{Rate}_{\text{NextWeightBracket}} \div 100)^2}{\text{Rate}_{\text{ThisWeightBracket}}} \times 100$$

Notes:

1. The Breakpoint will be rounded up to the nearest integer if there is any fraction.

Example: 6543.21 would be rounded up to 6544

2. The result is rounded in the normal fashion to two decimal places.

Example: 23.494 is rounded to 23.49, 23.495 is rounded to 23.50

For Example,

The rate for distance band 51-100 miles and weight band 500-999 lbs is \$53.07.

The rate for distance band 51-100 miles and weight band 1000-1999 lbs is \$47.71.

The calculation for the breakpoint is as follows:

$$= \frac{(1000 \times \$47.71 \div 100)}{\$53.07} \times 100$$

$$\begin{aligned} & 477.10 \\ & = \frac{\quad}{\quad} \times 100 \\ & \quad \$53.07 \\ & = 899.001319^1 \\ & = 900 \end{aligned}$$

Note:

1) calculated result will be rounded up to the nearest integer. Therefore, Breakpoint is 900 lbs.

Table 1 of Annex B: GAMS

Please see table at end of document.

2.1. Temporary Storage Rates

2.2 Storage-in-Transit (SIT) Rate

- a. SIT in warehouse will include charges for daily storage up to 120 days, table 2 a;
- b. SIT in warehouse will include charges for daily storage including RCP over 120 days, table 2 b;
- c. SIT will cease on the day prior to delivery date specified in accordance with 2.16 c ii.

Table 2 a to Annex B – Storage-in-Transit Rate (Cdn/USD \$)

Rate per CWT per Day (CDN/USD \$)	
Schedule A	Schedule B
\$xx.xx	\$xx.xx

Table 2 b to Annex B – Storage-in-Transit Rate (Cdn/USD \$)

Rate per CWT per Day including RCP (CDN/USD \$)	
Schedule A	Schedule B
\$xx.xx	\$xx.xx

Table 3 to Annex B – Warehouse Handling in/out Rate (Cdn/USD \$)

The same rate applies for warehouse handling in and for warehouse handling out. The rate will apply for shipments into and out of SIT.

Rate per CWT	
Schedule A	Schedule B
\$xx.xx	\$xx.xx

Table 4 to Annex B – Cartage (out of SIT only) (Cdn/USD \$)

Rate per CWT	
Schedule A	Schedule B
\$xx.xx	\$xx.xx

2.3 Long Term Storage (LTS) Rates including RCP

- a. All LTS rates will be based on the current rate regardless of when the lots were placed in storage.
- b. For moves into LTS, refer to GAMS Table 1; and transportation 1- 50 miles and Annex B section 2 para .2.0 d.
- c. For delivery out of LTS, refer to GAMS Table 1 and Annex B section 2.para 2.0.c.
- d. There will be no LTS in the USA.
- e. For all GAMS3PSP shipments **with** an LTS requirement, the LTS will be assigned in accordance with Annex A para 2.4.f..
- f. Rate to be charged will be based on location of storage as per Annex B, para 1.3 a. i and ii (Schedule A or B).
- g. Storage payment will cease either on the last day prior to delivery date for local moves and on DSR for long haul moves.

Table 4 to Annex B – LTS Rates (CDN \$)

Rate per CWT per month period including RCP (CDN \$)	
Schedule A	Schedule B
\$xx.xx	\$xx.xx

2.4 Storage in Van (SIV) Rate (CDN/USD \$)

- a. A rate based on weight for holding storage in a van XX.XX/cwt/per day

2.5 All-Inclusive PMV Rates

- a. PMV rates will include pre-move consultation; valuation (Redbook only – appraisals at shipper’s expense); Vehicle Conditioning Report at origin and destination, physical handling of PMV at origin and destination; loading; transportation; tolls, ferries; sufferance warehouse, if required, unloading; crew costs, claims settlement and any other services that are required for the transport of the PMV that are not otherwise specified
- b. Protection Coverage (PC) will be based on \$XX.XX per \$1,000 valuation (Redbook or appraisal as applicable)
- c. Charges are based on Canadian currency for moves within Canada and US currency for move to/from and within the Continental United States)

Table 5 to Annex B – PMV Classes

PMV Class	Description
Class 1	Passenger cars and SUV less than 152.146 cm (59.9 in)
Class 2	Truck or similar (Height is >152.146 cm (59.9 in)
Class 3	Large SUV/Truck (length + width is >723 cm (284.65 in) or Length is >558.8 cm (220 in)

Table 6 to Annex B – All-inclusive PMV Rates within Canada and to/from and within Continental United States (CDN/USD \$)

Mileage	Class 1 (car)	Class 2 (normal truck)	Class 3 (big trucks)
150-500	\$xx.xx	\$xx.xx	\$xx.xx
501-1000	\$xx.xx	\$xx.xx	\$xx.xx
1001-2000	\$xx.xx	\$xx.xx	\$xx.xx
2001-3000	\$xx.xx	\$xx.xx	\$xx.xx
3001-3500	\$xx.xx	\$xx.xx	\$xx.xx
3501+	\$xx.xx	\$xx.xx	\$xx.xx

Section 3 – Additional Charges

3.0 General

These charges are applied on an as required basis only.

3.1 Fuel Surcharge for Moves within Canada

- a. The base price for fuel is based on the retail Canadian Average Diesel pump price per litre effective 11 Mar 2014 as published by the Natural Resource Web site:
http://www2.nrcan.gc.ca/eneene/sources/pripri/prices_bycity_e.cfm?PriceYear=0&ProductID=5&LocationID=66&dummy=#PriceGraph
- b. For example 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) 0.25% surcharge to the GAMS rate (Refer to Table 1 , Table 6 and Table 10 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 second year of the contract on April 1, 20xx, and annually thereafter, the base price for fuel will be re-established.
- c. 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.

d. To demonstrate: if the reported price of diesel fuel determined on 15 June 2013 is \$1.37, no surcharge will apply for shipments loaded as of 1 July 2013 through 31 July 2013. However, if the reported price of diesel fuel increases to \$1.39 on 15 July 2013, a surcharge of plus 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 \$1.48, a positive 0.50% fuel surcharge will apply for September moves.

e. Example application to GAMS:

GAMS rate is total cost of \$6574.12 x fuel surcharge of 1.25% which would result in fuel surcharge of \$82.18. on the move.

Table 7 to Annex B – Fuel Surcharge for Moves within Canada

From	To	Fuel Surcharge
\$0.777	\$0.862	-1.75%
\$0.863	\$0.949	-1.50%
\$0.950	\$1.036	-1.25%
\$1.037	\$1.122	-1.00%
\$1.123	\$1.209	-0.75%
\$1.210	\$1.296	-0.50%
\$1.297	\$1.382	-0.25%
\$1.383	\$1.469	0.0%
\$1.470	\$1.556	0.25%
\$1.557	\$1.643	0.50%
\$1.644	\$1.729	0.75%
\$1.730	\$1.816	1.00%
\$1.817	\$1.903	1.25%
\$1.904	\$1.989	1.50%
\$1.990	\$2.076	1.75%
\$2.077	\$2.163	2.00%
\$2.164	\$2.249	2.25%
\$2.250	\$2.336	2.50%
\$2.337	\$2.423	2.75%
\$3.378	\$3.463	3.00%

3.2 Fuel Surcharge for Moves To/From and Within the United States

a. The base price for fuel is based on the National US Average On-Highway Diesel pump price per gallon as of 10 Mar 2014 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/>).

b. For example, the base case for the cost of fuel at 01 April 2014 is set between \$3.813 to \$3.881 US dollars(USD) per US gallon (including applicable taxes). A positive (or negative) 0.25% surcharge to GAMS rate (Refer to Table 1 and Table 6 of Annex B) may be levied for over-the-road portion of the shipments for every bandwidth increase as identified below. Commencing in the second year on April 1, 20xx, and annually thereafter, the base price for fuel will be re-established.

c. 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.

d. To demonstrate: if the reported price of diesel fuel determined on 15 June 20xx is \$3.84, no surcharge will apply for shipments loaded as 1 July 20xx through 31 July 20xx. However, if the reported price of diesel fuel decreases to \$3.80 as identified on 15 July 20xx, a surcharge of minus 0.25% will apply to rates in this section for shipments loaded as of 1 August 20xx through 31 August 20xx. Similarly, if on 15 August, diesel fuel jumps to \$4.40, a positive 2.0% fuel surcharge will apply for September's moves

Table 8 to Annex B – Fuel Surcharge for Moves Originating in the United States

From (\$USD)	To (\$USD)	Fuel Surcharge
\$1.738	\$2.063	-1.75%
\$2.064	\$2.389	-1.50%
\$2.390	\$2.715	-1.25%
\$2.716	\$3.041	-1.00%
\$3.042	\$3.367	-0.75%
\$3.368	\$3.693	-0.50%
\$3.694	\$4.019	-0.25%
\$4.020	\$4.345	0.00%
\$4.346	\$4.671	0.25%
\$4.672	\$4.999	0.50%
\$5.000	\$5.325	0.75%
\$5.326	\$5.651	1.00%
\$5.652	\$5.977	1.25%
\$5.978	\$6.303	1.50%
\$6.304	\$6.629	1.75%
\$6.630	\$6.955	2.00%

3.3 Hourly Rates - Labour

- a. The Contractor shall invoice the hourly rate for labour if a move is delayed by Canada on pack or load day.
- b. The Contractor will invoice based on the minimum hours legislation for each province or territory for moves within Canada and to US. For moves from US, the Contractor will invoice based on the minimum hours legislation of the origin State; in the absence of legislation the minimum hours legislated in Ontario will be used.

Table 9 to Annex B – Hourly Rate (CDN/USD \$)

	Schedule A	Schedule B
Vehicle and one person	\$ xxx.xx per hour	\$ xxx.xx per hour
Each additional person	\$ xxx.xx per hour	\$xxx.xx per hour

3.4 Incentive for Rush Moves

- a. if the Contractor is notified of the move 5-9 calendar days prior to load date the incentive will be equal to 2% of the charges identified in GAMS; or
- b. if the Contractor is notified of the move 0-4 calendar days prior to load date, the incentive will be equal to 5% of the charges identified in GAMS
- c. **no rush moves will be entertained for 3PS locations as listed in rule 14, the DSR needs to be at least 10 days from date of booking.**

3.5 Waiting Time (Not the fault of the Contractor)

The Contractor shall invoice waiting time beyond the three hours included in the GAMS for the vehicle with driver rate as per 3.3. above for vehicle and one person.

3.6 Surcharge for move to/from or Intra-US (\$USD)

This surcharge is to recognize the cost differences between the largely Canadian moves represented in the GAMS table and the moves which need to be performed to/from and in the USA (e.g. prevalence of toll roads, different tariffs)

- a. Surcharge applied to moves of HG&E to/from and between points in the USA \$ xx.xx/cwt

3.7 Re-pack After Customs Inspection

When directed by a Customs representative to make a shipment available for inspection, thus necessitating re-packing after the inspection, the following rates will apply to cover outstanding expenditures by the Contractor. The Contractor shall present supporting documentation detailing the type of inspection performed (partial or full). The documentation must be an original Customs Inspection Certificate or recognized stamped Customs document that describes the type of inspection conducted. Full inspection will be compensated based on weight of shipment:

Re-Pack\$XX.XX/cwt (CDN/USD\$)

3.8 Replacement Cost Protection HG&E

Liability for loss or damage to the HG&E is the responsibility of the Contractor. Terms of the coverage will be as per the SOW of this contract. RCP will be paid on the actual weight of the move and the 110% will not apply. Moves will be billed in the currency of the move, i.e. US/Canada moves will have RCP billed in US dollars. Coverage includes all phases of the move including authorized SIT up to 120 days and SIV and associated handling.

For GAMS and GAMS3PS:

Up to 10,000lbs incl. (up to \$100,000.00 coverage).....\$xx.xx per cwt

For each increment of \$1,000 over \$100,000 coverage (over 10,000 lbs).....\$xx.xx per \$1000 value

Appendix 1 – General All-inclusive Moving Services Rates for Moves requiring Third Party Service Providers (GAMS3PSP)

- a. The GAMS3PSP rate is applied to the Third Party Service Provider portion of shipments as per Appendix 1, Rule 14 in addition to the GAMS described in Annex B BOP Section 2 paragraph 2.0 a services and rate for the road transportation portion of the move, crew costs, and other services needed to prepare the load depending upon the mode of transport selected to transport the HG&E shipment..
- b. The portion of the move not covered under GAMS will be billed based upon the mode selected for delivery to/from locations identified in Appendix 1, Rule 14,
- c. In the event that multiple modes are needed to effect delivery to the applicable location, the higher rate will apply i.e. these are not additive.
- d. For moves from GAMS3PS to GAMS3PS row 1-50 miles of GAMS will be applied in addition to the rate for mode of transport.
- e. For shipments with an origin or a destination in the US, US rates will only apply for the portion serviced under GAMS and for services to or from 3PSP location will be in Canadian currency.
- f. The GAMS3PSP rates do not apply to PMVs. PMVs will require quotes.

Table 10 to Annex B - General All-inclusive Moving Services Rates for Moves requiring Third Party Service Providers (GAMS3PSP)

MODE	Rate per CWT (CDN \$)
Rail	\$xxx.xx
Air	\$ xxx.xx
Water	\$ xxx.xx

Note: This Appendix will be void for all Contactors not awarded this portion of the contract

Annex C - Service Failures

1.0 General

- a. Issues that are not identified during the course of the move shall not be considered for appeal. This is an effort to remove the administrative burden of addressing service failures and ensure that TAs are informed in a timely manner of service issues affecting moves.
- b. Any failure by the Contractor to meet the specific requirements listed in Table 1 and 2 of Annex C is deemed a service failure.
- c. Service failures are an IDC management tool to identify a service requirement that has not been **met which enables tracking problematic areas and** targeted 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 reflected in the Contractor's Compliance Index component of the Value Index.
- d. 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. 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.
- e. Service failures can be applied by Canada until the close of business 40 business 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.
- f. Service failures can be determined administratively, based on the content of the invoice and supporting documentation, or as the result of an on-site QCI. Those that are determined administratively will apply to the VI period in which they are processed.
- g. The Contractor shall be notified through a letter/email, or via the CRS/FEAMS system, for each service failure applied on a move.
- h. 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 business days of the review date, and the Contractor shall notify the IDC of corrective actions taken no later than 20 business days after the Contractor received results of the formal review.

- i. The Contractor shall forward liquidated damages to Canada no later than 20 business days after notification of the service failure unless an appeal to the service failure has been submitted.
- j. Canada will not entertain appeals to service failures once the liquidated damages have been received.
- k. 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.

1.1 Service Delivery Shortfalls

- a. Service delivery shortfalls are classified as minor (1 point) or major (2 to 3 points) 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. The Value Index impact is annotated in brackets within the Table.

1.2 Liquidated Damages

- a. A detailed breakdown of the liquidated damages including the monetary impositions can be found in Table 2 of Annex C. The Value Index impacts are annotated on the Table.
- 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.

1.3 Adverse Reports

- a. An adverse report can be filed when a specific service failure is not applicable 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 excessive requests from the Contractor to deviate from the terms and conditions of the contract.
- b. Adverse reports must be communicated to the contractor and are subject to the appeal process. Adverse reports have an impact on the Value Index of 2 points if sufficient facts are provided to substantiate.

1.4 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 20 business 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 10 business 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 shall 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 any monetary imposition to Canada by no later than 20 business days following notification of the final appeal decision.

Table 1 of Annex C – Delivery Shortfalls

SERVICE DELIVERY SHORTFALL		VI Impact (Weight)	REFERENCE
General			
SF1	No Contractor response or acknowledgment to electronic transmissions from CRS/FEAMS or to email, voice mail or facsimile communications within 60 minutes.	Minor (1)	Annex A 2.0.b. Annex A 2.4.b.
SF2	Failure of the Contractor to meet the mutually agreed timings	Minor (1)	Annex A 2.1.f. Annex A 2.1.g.
SF3	Failure of the Contractor to complete a service by 2030 hrs without shipper permission.	Minor (1)	Annex A 2.1.e.
SF4	Non-provision of bilingual material or services by the Contractor.	Major (3)	Annex A 2.1.a. Annex A 2.1.b.

SERVICE DELIVERY SHORTFALL		VI Impact (Weight)	REFERENCE
SF5	Failure of the Contractor to notify the IDC within 24 hrs of any major incident.	Major (3)	Annex A 2.3.b.
SF6	Failure of the Contractor to use IDC approved forms, or alternatively, the Contractor's use of documentation that was not approved by the IDC	Minor (1)	Annex A 2.20.a. Annex A 2.20.b. Annex E 1.6 d. Annex E 1.8 b Annex E 2.5 e.
SF7	Failure of the Contractor to obtain TA authorization as required by this contract	Major (3)	Annex A 2.16.b. Annex A 2.16.c.i Annex A 2.18.a. Annex A 2.21.e.vi. Annex A Appendix 1 11.1.b. Annex A Appendix 1 17.3 a Annex A Appendix 1 20.1 c
SF8	Failure of the Contractor to perform an initial or tri-annual warehouse inspection (submit report to IDC for approval)	Major (2)	Annex A Appendix 8, 1.0.b Annex A Appendix 8, 1.0.c
Pre-move Consultation			
SF9	Failure of the Contractor to conduct the Pre-move Consultation at the Shipper's residence	Major (3)	Annex A 2.5.a.
SF10	Failure of the Contractor to provide a weight estimate to CRS/FEAMS within 7 business days after the move order was received for regular moves, or at least 2 business days before the load date for rush moves.	Major (3)	Annex A 2.5.n
SF11	Failure of the Contractor to provide the Shipper with the applicable Pre-move Information booklet(s).	Major (3)	Annex A 2.5.c.
SF12	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 2 business days after the pre-move consultation.	Minor (1)	Annex A 2.5.l
SF13	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 (1)	Annex A 2.5.q.
Packing			
SF14	Pre-pack is performed earlier than 5 business days prior to DSR date or 10 days during the APS	Minor (1)	Annex A 2.6.d.
SF15	Packing exceeded 0800 to 2030 hours without Shipper and if available TA approval.	Minor (1)	Annex A 2.1.d.

SERVICE DELIVERY SHORTFALL		VI Impact (Weight)	REFERENCE
SF16	Packing does not meet the minimum requirement as detailed in the Contractor QA Plan packing details.	Minor (1)	Annex A 2.6.b.
SF17	Failure of the Contractor to complete packing prior to DSR date.	Major (2)	Annex A 2.6.c.
Loading			
SF18	Contractor performs more than one pick-up of HG&E at origin.	Major (3)	Annex A 2.7.c
SF19	Loading exceeded 0800 to 2030 hours without the agreement of the shipper.	Major (2)	Annex A 2.1.d.
SF20	Failure of the Contractor to protect the residence and HG&E from damage.	Major (2)	Annex A 2.0.c. Annex A 2.0.d
SF21	Failure of the Contractor to provide the Shipper with a properly completed inventory listing.	Major (3)	Annex A 2.7.i
SF22	Failure of the Contractor to clear Shipper's residence of empty containers, packing material and other debris incidental to packing and loading.	Minor (1)	Annex A 2.7.j
Scaling			
SF23	Failure of the Contractor to adhere to the applicable scaling procedures (limited to one per move).	Major (3)	Annex A 2.11. Annex A 2.12.
SF24	Failure of the Contractor to provide a weigh scale ticket that includes all the required information.	Minor (1)	Annex A 2.10.a. Annex A 2.10.b.
Transportation			
SF25	Failure of the Contractor to provide a Prime mover or van that is in accordance with the requirement.	Major (3)	Annex A 2.14.a.
SF26	Failure of the Contractor to transport all HG&E inside the van.	Major (2)	Annex A 2.7.h
Storage			
SF27	Failure of the Contractor to store a shipment in an IDC approved warehouse facility.	Major (3)	Annex A 2.15 a.
SF28	Failure of the Contractor to immediately advise the TA of weight changes to an LTS lot	Major (2)	Annex A 2.17.b.ii.
SF29	Failure of the Contractor to advise the TA and the Shipper of the new LTS location.	Minor (1)	Annex A 2.17.d.vi
SF30	Transfer of LTS lots without IDC supervision or approval to move unsupervised.	Major (3)	Annex A 2.17.d.iii
Delivery/Unloading			
SF31	Failure of the Contractor to obtain DDR authorization prior to commencement of unloading.	Major (3)	Annex A 2.18.a.

SERVICE DELIVERY SHORTFALL		VI Impact (Weight)	REFERENCE
SF32	Contractor performs more than one delivery to the principal residence, or to more than one location at destination without prior TA approval.	Major (3)	Annex A 2.18.b.i.
SF33	Failure of the Contractor to obtain Shipper approval to exceed the prescribed 0800 to 2030 hours of service.	Minor (1)	Annex A 2.1.d.
SF34	Failure of the Contractor to protect the residence and HG&E from damage.	Major (2)	Annex A 2.0.c. Annex A 2.0.d
SF35	Failure of the Contractor to place HG&E in rooms corresponding to the inventory listing or as directed by the Shipper.	Minor (1)	Annex A 2.18.b.iii.
SF36	Failure of the Contractor to assist the Shipper in annotating all exceptions on the inventory listing.	Major (3)	Annex A 2.18. b vi.
SF37	Failure of the Contractor to re-assemble furniture or any other items that were disassembled by the Contractor at origin.	Minor (1)	Annex A 2.18.b.iv.
Unpacking			
SF38	Unpacking exceeded 0800 to 2030 hours without agreement of the shipper.	Major (3)	Annex A 2.1.d.
SF39	Failure of the Contractor to perform unpacking on the next business day after delivery/unloading or alternate date as requested by the shipper.	Major (3)	Annex A 2.19.a.
SF40	Failure of the Contractor to annotate damages on the "Loss/Damage to Packed Items" form with the Shipper.	Major (3)	Annex A 2.20.a.
SF41	Failure of the Contractor to provide a pick-up or an additional pick-up of packing material and empty cartons within 5 business days of the unpack day or other mutually agreed time.	Minor (1)	Annex A 2.19.c & e.
PMV			
SF42	PMV pickup and/or delivery exceeded 0800 to 2030 hours without agreement of the shipper.	Minor (1)	Annex A 2.1.d.
SF43	Failure of the Contractor to contact the Shipper within 5 business days for regular moves and within 2 business days for a rush move from the date of receipt of the Move Order.	Major (3)	Annex A 2.5 a
SF44	Failure of the Contractor to transmit to CRS/FEAMS the PMV shipping details within 5 business days of the DSR.	Major (3)	Annex A 2.21.e.ii.
SF45	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)	Annex A 2.21.e.v.
SF46	Failure of the Contractor to contact the IDC DA within 1 calendar day to identify an issue and agree on the proposed course of action if a PMV becomes inoperable during	Minor (1)	Annex A 2.21.g.ii.

SERVICE DELIVERY SHORTFALL		VI Impact (Weight)	REFERENCE
	acceptance, shipment or delivery.		
SF47	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 (3)	Annex A 2.3 c.
Claims			
SF48	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 (1)	Annex E, 1.6.d. Annex E, 2.5.e
SF49	Failure of the Contractor to acknowledge receipt of, and commence settlement action on a properly documented HG&E or PMV claim within 5 business days.	Major (2)	Annex E, 1.6.f. Annex E, 2.5.g.
SF50	Failure of the Contractor to provide the Shipper with the final settlement package within 45 business days from the receipt date of the claim, including an itemized claim settlement breakdown of costs, explanations and reasons for denials.	Major (3)	Annex E, 1.6.i. Annex E, .1.6.k. Annex E, 2.5.k.
SF51	Failure of the Contractor to submit monthly HG&E and PMV claims reports to CRS/FEAMS.	Major (3)	Annex E, 1.8.b Annex E, 2.7.a.

Table 2 of Annex C – Liquidated Damages

SERVICE FAILURE		Monetary Imposition (and Value Index Impact)	REFERENCE
LD1	Failure of the Contractor to perform a move (rush or not) once it has been accepted, or alternatively, to refuse a non-rush move.	Any additional costs incurred by Canada and/or the Shipper (3)	Annex A 1.2.b.
LD2	Pre-pack of necessary items which prevented the Shipper from sleeping or eating at the residence or items that were identified as essential for day-to-day living.	\$600 per calendar day plus any additional costs incurred by Canada and/or the Shipper (2)	Annex A 2.6.d.
LD3	Failure of the Contractor to respect the DSR date.	\$600 per calendar day for the number of days difference between the date the service is rendered and the original DSR date plus any additional costs incurred by Canada and/or the Shipper (3)	Annex A 2.4.d.
LD4	Failure of the Contractor to ensure that fuel tanks are full prior to scaling.	\$1,000 (3)	Annex A 2.8.a.
LD5	Failure of the Contractor to identify and refuse an inadmissible item which as a result is transported.	Adjustment of weight and charges (2)	Annex A Appendix 1, 9.
LD6	Failure of the Contractor to provide IDC DA with 30 calendar days notice of the transfer of LTS lots unless otherwise agreed between IDC and contractor.	\$200 per occurrence (3)	Annex A 2.17.d.i.
LD7	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. (3)	Annex A Appendix 3 Annex A 2.14.b. Annex A 2.16.c
LD8	Failure of the Contractor to respect the PMV TTG	\$100.00 per calendar day commencing the day after maximum TTG until actual delivery date (3)	Annex A 2.21.g.
LD9	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 (less fuel) for the duration of the repair time. (3)	Annex E, .2.4.d. & 2.4 e.
LD10	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 (3)	Annex E, 2.2.a.

SERVICE FAILURE		Monetary Imposition (and Value Index Impact)	REFERENCE
LD11	Exceeded allowable weight tolerance standard on re-weigh	\$2.00/lb variance and payment of scale charges (3)	Annex A 2.13 c
LD12	Failure to reweigh when weight exceeds 20,000 lbs or move entitlement	Adjustment of charges (3)	Annex A Appendix 1, 21.1
LD13	Refusal to reweigh when directed to do so	\$500 per occurrence (3)	Annex A 2.13 c

Annex D - Value Index Model – Performance Measurement

1.0. Value Index Model

- a. The VI Model is the performance measurement mechanism through which Contractors are encouraged to continuously 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 twice 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).

1.1. Value Index Methodology

- a. A VI score is calculated for each Contractor by adding the results of 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 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.
- d. The CSI measures the Shippers' satisfaction with 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 in the prior period.
- 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.

1.2. Value Index (VI) Benchmark

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

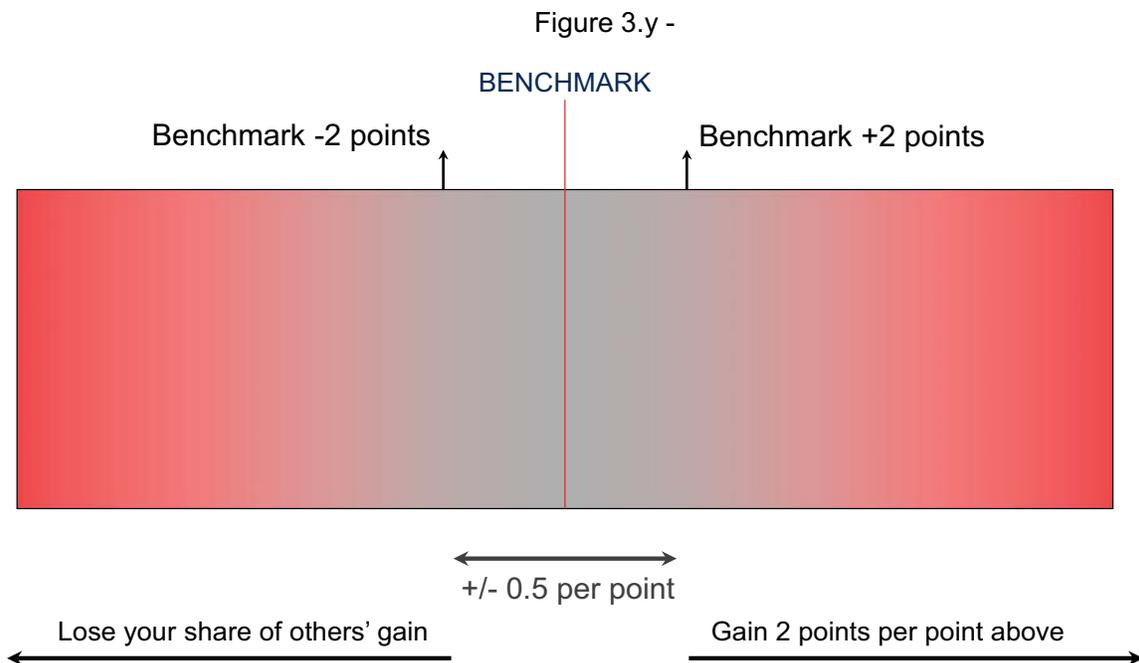
1.3. Business Share Reallocation Principles

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;
 - ii. 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;

- iii. Applicable to Scenarios #3 and #4, no more than 20% of its business share for the previous period;
 - iv. 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;
 - v. 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 provides a graphic presentation of the grey zone area around the VI benchmark.



1.4. Value Index Cycle

Considering the full duration of the contract, a reallocation of business share based on the VI Model is performed twice a year in the fall and the spring.

- a. In the year of implementation the formula will be as described in Annex D para 1.1.b for the period 1 October 14 to 31 March 15.
- b. The data collection period for the Fall Value Index is from April 1st to August 31st of the same year. The Spring Value Index is from September 1st until March 31st of the following year. The VI includes the ESI and the CCI as well as the CSI during that period as well as the CSI from the previous period as described in Annex D, para 1.1 a.
- c. The gains and losses resulting from the VI implementation are cumulative over the life of the contract.

Annex E – HG&E Replacement Cost Protection and Personal Motor Vehicle Protection Coverage

Section 1 - Household Goods and Effects

1.0. General

The Contractor shall:

- a. provide replacement cost protection (RCP), as hereinafter described, for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the Shipper's HG&E. 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.

1.1. Coverage

The coverage for shipments in transit, local or long haul, lots in long term storage shall be a minimum of \$100,000 per shipment for all shipments weighing 10,000 lbs or less. For shipments over 10,000 lbs, the coverage shall be calculated at the rate of \$10.00 per lb computed on the actual weight. In the event of a catastrophe, resulting in the total, or all but total, loss of the shipment or lots in long term storage, this coverage shall apply to each shipment in transit and lots in long term storage. The amount of this coverage is exclusive of taxes.

- a. The coverage shall extend from packing at origin to unpacking at destination including storage in transit up to 120 days or SIV, notwithstanding the mode of transportation employed, which may include transportation of third party common providers, government conveyances and private vehicles.

1.2. Optional Coverage Provisions

When the Shipper would like additional RCP coverage because the government provided RCP is not sufficient for the value of the goods, the Contractor shall make it available.

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 unless it can be proved that the damage is not move related.

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, green ware, 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.

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 if incurred;
- 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 if incurred) 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. The Contractor will repair the item(s) with material of like kind and quality;
- e. Repair or replacement costs shall not normally be paid for minor damage to articles such as garden tools, lawnmowers, snow blowers, sports equipment, boats, canoes, etc. which can sustain damage such as scratching, denting, chipping and marring during normal use.
- f. All costs associated with obtaining any repair estimates or other documentation required

shall be paid by the Contractor;

- g. 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 and lodgings, at the prevailing Treasury Board rates after the final day of the TTG;
- h. 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 .
- i. The IDC reserves the right to perform an inspection to assess the loss or damage referred to in paragraph 5.1.5.g. above;
- j. 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;
- k. In the event of a major loss, the Contractor may hire, at its own expense, an independent professional insurance adjuster to work with the Shipper to assist the Contractor in settling the claim.
- l. Where the Contractor pays the replacement value of a damaged item, the damaged item becomes the property of the Contractor.

1.6 Claim Settlement Process

1. **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 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 either of the official languages (OL) of Canada 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 the claim must be submitted within the 90 calendar days of the delivery date, outline settlement procedure(s) and the timelines that must be followed. Flexibility in allowing claimants to modify claims for items that may not have been readily visible 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 5 business 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 2 business days of receipt;
 - i. provide the Shipper an agreeable settlement offer within 45 business days of receipt of the properly documented HG&E claims;
 - j. entertain an extension to the claim filing time limits when 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; and
 - 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.

1.7 Claims Monitoring and Dispute Resolution

The DA's representative will monitor claims reports and address noted issues with the Contractor and the Shipper. In the event that a claim is not settled within the prescribed time the DA's representative will actively engage to identify and address the reason for the delay and take the steps necessary to progress settlement by either escalating the matter to the IDC or to the National Director for resolution.

1.8 Claims Report

The Contractor shall

- a. provide an annual report on December 31 of each year; and
- b. provide a monthly claims report on the final business day of each month 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;

Section 2 - Personal Motor Vehicles (PMV) Protection Coverage and Valuation

2.0. General

The Contractor shall:

- a. provide PMV protection coverage (PC) 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 PMV PC for all phases of the move regardless of who is providing the service on the Contractor's behalf.

2.1. Coverage

The Contractor shall ensure that PMV PC valuation is based on one of the following:

- a. for a new 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 appraised value shall be used as provided by the Shipper from a professional appraisal firm;
- b. for a used PMV, the value of the PMV is as listed in the *Canadian Red Book* dated the month of booking (Official Used Car Valuations and Canadian Older car/light truck) (including optional equipment and accessories);
- c. for a used PMV which is not listed in the *Canadian Red Book* or whose appraised value differs from the *Canadian Red Book*, the PMV coverage will be based on a current appraisal (no older than three months) provided by the Shipper from a professional appraisal firm; and
- d. Additional protection coverage will be provided for optional equipment, accessories and auxiliary equipment included in the *Canadian Red Book*.

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 25 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 or fees such as but not limited to tolls, traffic fines, charges, etc. incurred that may otherwise be directed to the Shipper as the registered PMV owner.

2.3. Exclusions

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

2.4. Basis of Settlement

- a. The settlement shall be based on the lesser of the cost to repair the PMV with materials of like kind and quality; industry accepted substitutes including any fees associated with getting the PMV to/from the repair facility, or the cost to replace the PMV.
- b. If the Shipper does not wish to have the PMV repaired, the basis of settlement is 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.
 - i. 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 shall include coverage for the number of operators. The rental shall include collision coverage, damage waiver, and additional mileage charges beyond the free allowance and must cover the period of time it will take to perform the repairs or replace the vehicle.
- e. 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.
- f. When a PMV was operating normally at origin, the Contractor may be liable for any mechanical or electrical malfunction of the PMV such as malfunction of or damage to the engine, drive train, transmission, suspension or exhaust system even if no external damage or proof of abuse/mishandling is evident. Problems of this nature must be reported to the Contractor within 48 hours of delivery. In the event of a disagreement, the Contractor shall hire, at their own expense, a certified mechanic or an independent professional insurance adjuster to investigate the circumstances surrounding the damage.

2.5. Claim Settlement Process

General: Once a Shipper has indicated their notification regarding a claim for loss or damages (within 24 hours of delivery) or VCR annotated with new damages or both, 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 5 business 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 45 business 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.

2.6. Claims Monitoring and Dispute Resolution

The DA's representative will monitor claims reports and address noted issues with the Contractor and the Shipper. In the event that a claim is not settled within the prescribed time the DA's representative will actively engage to identify and address the reason for the delay and take the steps necessary to progress settlement by either escalating the matter to the IDC or to the National Director for resolution.

2.7. 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 Appendix 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

Please see attachment at end of document

Appendix 2 of Annex E – PMV Claims Report Format

Please see attachment at end of document

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

1.0. INTRODUCTION

1.1 PURPOSE

The purpose of this document is to provide a brief description of the electronic information exchange between the FEAMS/CRS 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. The CRS is the move order application of PWGSC/CRS including the business register function. The method for the information exchange implemented within CRS is the same as that for FEAMS.

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/CRS and the Contractor.

2.0. 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. The CRS application is used by the other government department through CRS to book moves as well as RCMP.

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. The CRS application employs similar technical solutions.

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. Presently there are some differences between the XML schema used by CRS and FEAMS. Post contract award, work will commence on creating one common schema for both applications.

2.3 COMMUNICATION CONFIGURATION

2.4. SECURITY REQUIREMENTS

a. 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.

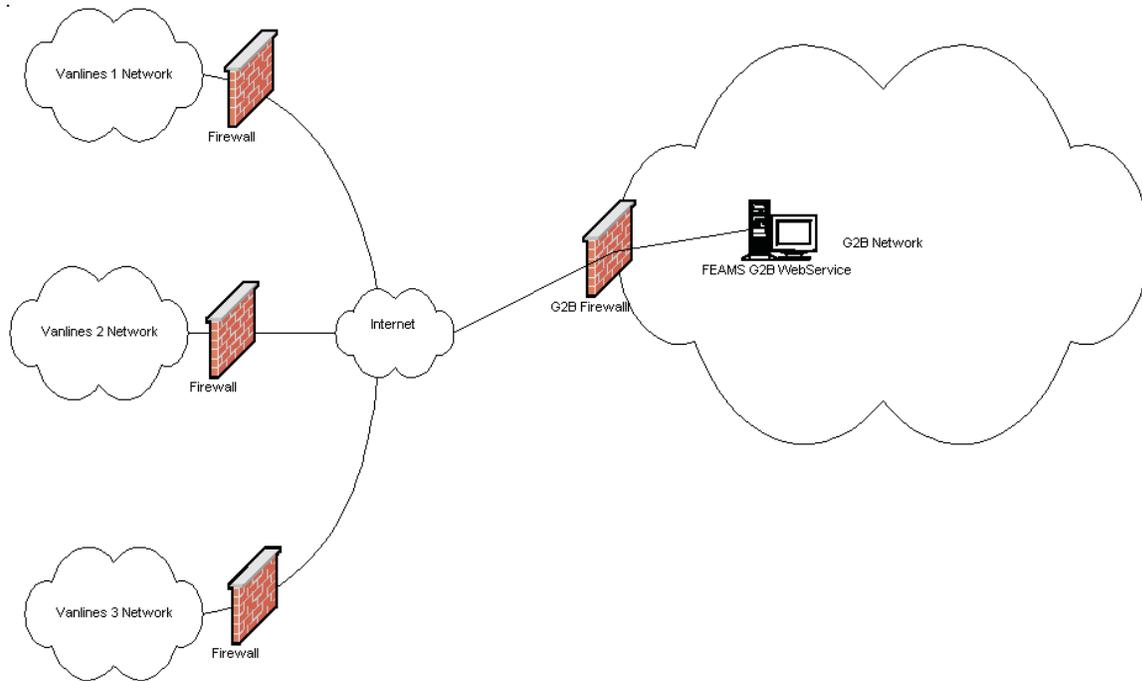
SOAP is a lightweight protocol for exchange of information in a decentralized, distributed environment. It is an XML based protocol that consists of three parts: an envelope that defines a framework for describing what is in a message and how to process it, a set of encoding rules for expressing instances 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.

2.5. COMMUNICATION BETWEEN EXTERNAL CONTRACTOR AND FEAMS/CRS:

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:

- a. External contractor server(s) collects required data.

- b. XML data object is created with the relevant data.
- c. A SOAP extension is added to the XML object. This extension is a simple XML structure that contains the external contractor's authentication information.
- d. External contractor server(s) connect to FEAMS D2B net web service and passes the XML object.
- e. 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.
- f. The web service method receives the data pertaining to the move and will process the data validating that the information is valid.
- g. 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. The CRS application has a similar structure to that of the FEAMS topology but resides on a different server using a different firewall.

3.0. 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/CRS 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 FEAMS/CRS systems 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.

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.

Notes: * These records will be merged into one record type (MOV) as part of the system alignment.

+ These record types are presently used by FEAMS only, CRS expresses services needed in a list..

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 "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

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
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	
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"

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
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 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	Date	0	8	"yyyymmdd"

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
dependents at Destination				
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
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 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	

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
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.
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	

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
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
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	
		47	1,639	

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

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
				* 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	
		63	200	

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	
		40	145	

REP (Receipt) 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	
		39	143	

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	"A999999999AAA"
Remarks	Char	0	500	
		36	541	

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

Reports

Claims

SF

QCI

Business Distribution and Estimated/Actual Value Reconciliation

Value Index

Directories

Warehouse

Weigh Scales

Agent Codes

Appendix 3 - Electronic Data Interchange (EDI) Formats for FEAMS V2.0

Document Change History

DOCUMENT VERSION	Version Author	DATE	DESCRIPTION
2.0			

Table of Contents

1. Introduction

- 1.1. Purpose
- 1.2. Scope

2. Method of Information Exchange

- 2.1. List of Proposed Users
- 2.2. Historical Communication Configuration
- 2.3. Communication Configuration
 - 2.3.1. Security Requirements
 - 2.3.2. Communication between External Contractor and FEAMS

3. Messages and Information Fields to be Exchanged

- 3.1. Contract Numbers
- 3.2. Origin Pick up Location
- 3.3. Destination Delivery Location
- 3.4. Services List
- 3.5. Message Details and Message Flow
 - 3.5.1. LHM Message: FEAMS to Contractor
 - 3.5.2. LOC Message: FEAMS to Contractor
 - 3.5.3. LTS Message: FEAMS to Contractor
 - 3.5.4. SIT Message: FEAMS to Contractor
 - 3.5.5. REP Message: Contractor to FEAMS
 - 3.5.6. ERR Message: Contractor to FEAMS & FEAMS to Contractor Line
 - 3.5.7. DEL Message: FEAMS to Contractor
 - 3.5.8. AGT Record message Contractor to FEAMS
 - 3.5.9. EST Message: Contractor to FEAMS
 - 3.5.10. SUR Message: Contractor to FEAMS
 - 3.5.11. CLA message: Contractors to FEAMS
 - 3.5.12. QCI Message: FEAMS to Contractor
 - 3.5.13. WHI Message: Contractor to FEAMS
 - 3.5.14. NTF Message: Contractor to FEAMS or FEAMS to Contractor
- 3.6. 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

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 two characters will be the year identifier,
- (3) The next characters will be a sequential number (4 for DND, 5 for CRS/RCMP),
- (4) DND uses the last characters to define the type of contract/order. The CRS application has a separate field for type of contract. 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 (R – RCMP, CR – CRS)

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
ATTIC	Attic
CADUS	Canada to US
CART	Cartage
HRLY	Hourly Charge
OTHR	Other Charge (requires description of item)
RCP	Replacement Cost Protection
REWT	Re-Weigh Service Charge
SHTL	Shuttle Charge
SIV	Storage in Van
STRG	Storage (SIT or LTS)
TRAN	Transportation
USCAD	US to Canada
VATC	Vehicle Additional Transportation Charge
PC	Vehicle Insurance Charge
VTRN	Vehicle Transportation
WAIT	Waiting Time
WHSB	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	V 20	

Number		
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:

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	"B0603D0021LHM"
Intended Recipient(s)	V 3	OTA, DTA. Code A04, B06
Comments	V 1000	

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 – HG&E and PMV Register Examples

General

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 (NIBD) 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 Departmental Authority's office (Contractor's Value of Business \$ / Total business \$). The difference between the Current Business Distribution and the NIBD represents how far the Contractor is over or under the NIBD. If the difference is positive (over) then the Contractor has received more business than it should have and a negative (under) indicates that a Contractor has received less business than it should have. The Contractor with the largest negative difference will receive the next unassigned move.
2. The movement of HG&E under the HGMS contract is done based on the shippers' requirements. The types of moves are: long haul moves – Domestic (LHMD) or Cross-Border (LHMUS) for HG&E only, HG&E with PMV or PMV Only LHMD, Local Moves – moves within 50 miles radius and Local into LTS –shipment into long term storage.
3. A register containing the Contractors NIBD Percentage and the value of business awarded will be maintained. The value of business awarded will fall into one of these stages:
 - 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 (e.g. LHM have a pre-estimate value set to \$6,500.00, for Local Moves it's \$2,500.00, PMV Only \$100.00.
 - b) **Estimate Value:** Subsequently, the Pre-Estimate will be adjusted to reflect the Estimate sent to CRS/FEAMS by the Contractor as per 2.5.m of Annex A. The estimated weight is received. Assume the estimated weight is 5000 lbs. The Government system calculates the estimated cost, which is based on the total of GAMS and RCP rates. It does not include GST/HST, any storage or PMV related charges. US currency will be converted based on Bank of Canada Quarterly average. This amount will be applied to the register for LHM and Local Moves only (i.e. PMV only value will not be updated).
 - c) **Actuals:** When the move is completed and the invoice is processed CRS/FEAMS will replace the Estimated Value the actual GAMS and RCP values paid less tax input for LHM and Local Moves only.
4. The following LHM example illustrates the progression from a Pre-Estimate to Estimated Value. The time frame from Pre-Estimate **to Estimate** may take several days, replacing the estimated value with the Actual is dependent upon invoice processing. During that time the other entries and contracts awarded will impact the Register.

Register Example 1 – Starting values for example

Contractor	National Ideal Business Distribution (NIBD)	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD
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%

- Assign a new Move to Contractor Four as Contractor Four has the largest negative difference between the NIBD and current business percentages. In this example a LHM is being assigned \$6,500.00 (Pre-estimate Value for LHM) which is added to the Register (Value of Business Distributed column) to move Contractor Four from being the next Contractor selected on the list.

Register Example 2 – Normal Pre-Estimate Stage

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD
Contractor One	35.00%	\$26,197.50	32.14%	-2.86%
Contractor Two	25.00%	\$18,750.00	23.01%	-1.99%
Contractor Three	20.00%	\$16,012.50	19.65%	-0.35%
Contractor Four	20.00%	\$20,540.00	25.20%	+5.20%

- If a new move is generated, based on this Register Example 2, Contractor One will receive the next move.

Register Example 3 - Estimate Stage Updated

Contractor	National Ideal Business Distribution (NIBD)	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD
Contractor One	35.00%	\$26,197.50	33.80%	-1.20%
Contractor Two	25.00%	\$18,750.00	24.19%	-0.81%
Contractor Three	20.00%	\$16,012.50	20.66%	+0.66%
Contractor Four	20.00%	\$16,540.00	21.34%	+1.34%

- The estimated weight is subsequently received. The CRS/FEAMS system calculates the estimated value based on the GAMS and RCP rates, excluding applicable taxes at destination or any storage related charges. For this example assume that the calculated Estimated value of this LHM is \$2,500.00. The Value of Business Distributed for Contractor Four has to be adjusted from the \$6,500.00 of the Pre-Estimate to the \$2,500.00 of the Estimate. This will change the Contractor's Current Business Distribution, the difference between the Current business distribution and the NIBD, and may also change the selection order of the Contractors.

Register Example 4- Reallocation based on a pre-estimate for a declined move

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD	Accepted	Declined
Contractor One	35.00%	\$32,697.50	38.93%	+3.93%		\$6500.00
Contractor Two	25.00%	\$18,750.00	22.32%	-2.68%	\$6500.00	
Contractor Three	20.00%	\$16,012.50	19.06%	-0.94%		
Contractor Four	20.00%	\$16,540.00	19.69%	-0.31%		

8. Contractor One is awarded the next move but decides not to accept 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 accept the move the next Contractor 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.
9. In the example above a LHM was allocated to Contractor Two, which Contractor One previously declined. The \$6,500.00 pre-estimate amount was replaced by the estimate of \$6,700.00 for this move. In this example 5 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 the declined amount is recorded under Contractor One.

Register Example 5 - Reallocation based on an estimate for a declined move updated

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD	Accepted	Declined
Contractor One	35.00%	\$32,897.50	39.07%	+4.07%		\$6700.00
Contractor Two	25.00%	\$18,750.00	22.27%	-2.73%	\$6700.00	
Contractor Three	20.00%	\$16,012.50	19.02%	-0.98%		
Contractor Four	20.00%	\$16,540.00	19.64%	-0.36%		

Annex G - Aboriginal Involvement and Comprehensive Land Claims Agreements

Section 1 - Aboriginal Benefits

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".

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.

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

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.

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 60th parallel are covered by a CLCA, i.e. Yukon, the Northwest Territories, and Nunavut. The only areas south of the 60th 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 Tsiigetchic. 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, 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 Development Canada Public Enquiries Contact Center at 1-800-567-9604 or by e-mail at 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
Kuuujuaq, 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

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

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
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
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
Déline, 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

Nunavik Inuit Land Claims 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
Kuujjuaq, QC J0M 1C0
Telephone: 819-964-2935
Facsimile: 819-964-2613

Annex H - Glossary of Terms, Acronyms and Abbreviations

Term	Definition
Active Posting Season	The annual period between 01 June and 31 August.
Aboriginal	means Indian, Inuit, Innu and Métis.
All-weather roads	An all-weather road, paved or unpaved, which is useable in all kinds of weather.
Appraisal	For HG&E related articles a document prepared by a recognized appraiser within the previous 12-month period that describes the articles and the value for RCP purposes. For a PMV the document must have been prepared within the previous 30 days.
Arm's length relationship	A transaction in which the buyers and sellers of a product (or service) act independently and have no relationship to each other.
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 as per all services included in the GAMS rates which is used for the initial estimate value calculation in the FEAMS/CRS register
Calendar day	Any day of the calendar year including statutory holidays or weekends
Canadian Blue Book	A reference guide used to determine the value of a recreational vehicle. The source is http://www.canadianbluebook.com/
Canadian Red Book	A reference guide used to determine the value of a personal motor vehicle and the protection coverage required. The source is http://www.canadianredbook.com/
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).
Collector cars	PMV which are not used on a daily basis for transportation. Classic/Antique vehicles which are used on a daily basis for transportation are not defined as collector cars.
Constructive Weight	Refer to Rule 12. The weight of 40 pounds per tagged item will be used to calculate the total weight of a shipment.
Continuous Improvement	The aim of the Value Index, Quality Assurance and associated plans.
Contractor	The person, entity or entities named in the Contract to supply goods, services or both to Canada.

Term	Definition
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, i.e. cannot pass a safety inspection and is not road worthy.
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.
Fiscal Year	Canada's fiscal year which runs from April 1 st to March 31 st
Fiscal Year Quarters	Canada's fiscal year quarters are as follows: Q1 – April 1 st to June 30 th ; Q2 – July 1 st to September 30 th ; Q3 – October 1 st to December 31 st ; Q4 – January 1 st to March 31 st
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
General All-Inclusive Moving Services Rate (GAMS)	All services as defined at Annex B, Section 2.2.0
General All-Inclusive Third Party Moving Services Rate (GAMS3PSP)	All Third party services as defined at Annex B, Section 2.2.3
Gross weight (Total weight)	The net weight of the shipment and the tare weight, which is the weight of the empty van (container).
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 (DA)	The delegated authority within each Government of Canada entity to serve on the IDC and act as the primary point of contact for the Contractor.

Term	Definition
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. This inventory list relates to the weight list provided by the Contractor.
Items of High Value	Antiques, furs, medals, etc valued and appraised at \$5,000 or more.
Local move (LOC order)	A move where the distance from origin to destination is 50 miles (80.5 km) or less.
Long haul move (LHM order)	A move where the distance from origin to destination is greater than 50 miles (80.5 km).
Long term storage (LTS order)	HG&E which is packed for storage for an extended period of time (normally more than 6 months)
Major articles and appliances	washing machines, dryers, refrigerators, ranges, convection type ovens, portable dishwashers, deep freezers, and televisions
Major damage	When the estimated damage repair value is in excess of \$10,000, or in the case of a PMV, an insurance write-off. Or in the case of a structure, jeopardizes structural integrity
Major loss	When damage or loss to a HG&E shipment is valued at \$25,000 or more or when a complete shipment regardless of the value is lost
Mile	The accepted unit of measure for distance to be used by the Contractor and Canada
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)/Protection Coverage (PC), 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
Net Weight (the weight of the shipment)	The weight calculated using the Gross weight less the Tare weight
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.

Term	Definition
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. This estimate is used as an initial determination of the value of the shipment for the business distribution register in CRS/FEAMS.
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
Personal Motor Vehicle (PMV)	for purposes of shipment, means a sedan, sports car, station wagon, mini van, pick-up, or 4-wheel drive vehicle of three-quarter ton rating or less, registered in the employee's name or in the name of the spouse or common-law partner, or a dependant, the primary purpose of which is for family conveyance. This definition excludes racing cars, campers, and any other vehicle which does not meet the above criteria..
Protection Coverage (PC)	Motor vehicle protection coverage for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during loading, transportation and unloading.
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 areas (Locations accessible only by air, water and rail)	Areas within Canada as detailed in Rule 15 used for the purposes of determining the TTG for a GAMS3PSP.
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, .
Rush move	See Rule 3
Set or collection	A group of similar items of the same manufacturer that belong together or are complementary to each other.
Shipper	The Government of Canada employee or member whose HG&E or PMV is being shipped by Canada. For the purposes of the Value Index, Shipper is interchangeable with Employee.

Term	Definition
Storage-in-van (SIV)	Temporary storage in the moving conveyance.
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)	Temporary 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.
Submitted	Entered and/or stamped as entered into a system (electronic or paper ie postal).
Tare Weight	The weight of the empty van (container)
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.
Value Index Model	The performance based business distribution mechanism through which the Contractor's proportion of business is adjusted on a trimester cycle. Refer to Annex D for a complete explanation of the model and its components.
Van	See Rule 11
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.
Volumetric (or Cubic) Measurement	Length x Width x Height
Waiting time	The amount of time, at no fault of the Contractor, where the Contractor is required to wait prior to delivering a shipment.
Warehouse	A commercial building for the storage of HG&E as per Rule 18.
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.

Acronym	Denotation
APS	Active Posting Season
BOP	Basis of Payment
CA	Contracting Authority
CBM	Cubic Meters
CCI	Contractor Compliance Index
CDN	Canadian dollars
CI	Continuous Improvement Program
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 (rate)
GAMS3PSP	General All-Inclusive Moving Services – Third Party Service Provider (rate)
GESS	Government Employee Satisfaction Survey
HG&E	Household Goods & Effects
HGMS	Household Goods Moving Services
IDC	Interdepartmental Committee
KPI	Key Performance Indicators
LD	Liquidated Damage

Acronym	Denotation
LOC	Local Move
LHM	Long Haul Move
LTS	Long Term Storage
OEM	Original Equipment Manufacturer
PBO	Packed by owner
PC	Protection Coverage (PMV)
PM	Performance Measurement
PMV	Personal Motor Vehicle
PWGSC	Public Works and Government Services Canada
QAP	Quality Assurance Plan
QCI	Quality control inspection
RCMP	Royal Canadian Mounted Police
RCP	Replacement Cost Protection
SF	Service Failure
SIT	Storage-in-transit
SOW	Statement of Work
SS	Service Delivery Shortfall
TA	Transportation Agent for shipment authorization or coordination and Technical Authority in the context of the Contract
TTG	Transit Time Guide
VCR	Vehicle Condition Report
VI	Value Index

General All-Inclusive Moving Services (GAMS) Moves Originating in Canada, and in the United States

Distance (miles)	Volume per category																												Total
	Weight (lbs)																												
	-500	501-1000	1001-2000	2001-3000	3001-4000	4001-5000	5001-6000	6001-7000	7001-8000	8001-9000	9001-10000	10001-11000	11001-12000	12001-13000	13001-14000	14001-15000	15001-16000	16001-17000	17001-18000	18001-19000	19000 +								
1-50	1	81	61	51	37	43	42	37	43	44	45	39	37	37	31	27	24	18	17	17	31	764							
51-100	1	37	59	45	37	35	34	18	18	23	10	24	22	22	23	11	9	7	5	5	17	459							
101-200	1	124	143	126	115	98	87	101	89	99	82	70	64	64	35	32	29	24	30	19	44	1526							
201-300	2	101	105	70	63	72	52	62	66	49	42	46	42	41	31	28	35	24	17	13	34	1024							
301-400	1	44	49	40	30	41	27	33	21	28	31	33	19	24	24	13	9	4	4	6	9	500							
401-500	1	27	33	20	15	12	13	8	13	12	16	13	15	10	6	8	7	3	1	1	6	240							
501-700	1	32	40	41	40	19	41	21	20	18	17	20	17	11	10	13	14	17	16	5	13	416							
701-900	3	69	81	57	53	43	44	56	47	41	53	32	31	23	41	27	13	26	17	6	26	840							
901-1100	1	42	55	38	30	33	23	21	20	18	11	24	15	9	9	10	12	5	5	13	30	739							
1101-1300	1	55	57	18	27	21	20	24	12	18	16	17	19	20	10	16	8	9	6	4	10	395							
1301-1500	1	27	14	25	12	12	16	14	7	12	14	8	8	5	8	8	7	1	3	2	7	211							
1501-1700	1	4	21	15	14	9	7	4	5	5	4	4	4	2	3	4	4	2	2	3	8	143							
1701-1900	2	31	33	24	19	13	27	30	21	19	18	19	18	13	8	13	2	6	4	3	7	329							
2101-2300	1	58	70	55	55	31	27	27	32	19	29	28	22	27	23	20	16	16	7	5	16	584							
2301-2500	1	18	18	22	14	14	8	9	9	10	9	14	8	8	2	8	8	3	6	3	5	204							
2501-2700	1	9	14	11	5	9	4	4	9	3	5	1	7	3	3	1	2	3	1	1	2	87							
2701-2900	1	49	66	49	47	47	36	39	33	41	34	28	24	18	23	14	23	11	10	8	18	619							
2901-3100	1	36	43	26	23	19	24	16	11	12	20	16	19	20	12	11	12	7	10	3	14	355							
3101-3300	1	15	14	13	20	10	8	9	7	5	6	3	3	3	11	4	7	4	4	1	3	168							
3301-3500	1	2	6	1	4	4	1	4	2	1	3	1	4	2	1	1	1	1	1	1	1	43							
3501-3700	1	6	8	5	3	5	4	5	2	3	4	3	2	5	1	4	4	2	1	1	3	69							
3701-3900	1	40	62	41	28	17	15	18	10	9	10	13	11	11	3	10	3	4	4	4	5	309							
3900-4100	1	2	1	3	1	5	9	2	1	2	3	1	3	2	1	3	1	2	1	2	4	50							
4100 +	1	10	2	3	1	1	2	3	2	2	1	1	1	1	1	5	2	1	1	1	1	43							
Total	29	998	1147	857	758	670	663	591	551	525	567	489	483	404	354	301	268	209	176	132	330	10,512							

