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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- | | |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO; |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection; |
| Part 5 | Certifications: includes the certifications to be provided; |
| Part 6 | Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses: |
- 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
- 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment, Insurance Requirements, Historical Information, Mission Destinations, Performance Monitoring Survey, Daily Unclassified Bag Manifest and Security Requirements Check List.

1.2 Summary

- (i) The Department of Foreign Affairs Trade and Development (DFATD) is responsible for the shipments of Diplomatic Mail from Canada to Canada's Missions abroad. To support these shipments, DFATD requires Air Freight Services for the movement of approximately 400,000 kilograms of outgoing diplomatic mail annually to Canada's missions abroad and for the movement of approximately 100,000 kilograms of incoming diplomatic mail from Canada's Missions abroad to Canada.

The purpose of this Request for Standing Offer is to select an Offeror to provide Freight Services, in accordance with the Statement of Work at Annex "A", with service points specified in the Basis of Payment, Annex "B," The Offeror interested in responding to this request, must address completely and thoroughly each element of the requirements described in this document, and must do so in a clear and concise manner, providing a definitive offer for the work to be accomplished as requested by this Request for Standing Offer.

The submission of an offer by an Offeror, and a subsequent decision by Public Works and Government Services Canada (PWGSC) to authorize its use should not be construed in any way as an acceptance of any or all services. DFATD will have the right to request services from the Offeror by way of a Call-Up, which will constitute the contract, in quantities, which will be determined at the time of the Call-Up.

(ii) **It is the intent to issue up to three (3) Standing Offers**

(iii) **The Period of the Standing Offer:**

The term of the Standing Offer will be for a period of two (2) years commencing from 01 August 2015 to 31 July 2017 with an irrevocable option on the part of Canada to extend the period of the Standing Offer by up to three (3) additional option years of one (1) year each from 01 August 2017 to 31 July 2018 and from 01 August 2018 to 31 July 2019 and from 01 August 2019 to 31 July 2020.

(iv) As per the Integrity Provisions under section 01 of Standard Instructions 2006 and 2007, offerors must provide a list of all owners and/or Directors and other associated information as required. Refer to section 4.21 of the Supply Manual for additional information on the Integrity Provisions.

(v) "For services requirements, Offerors must provide the required information as detailed in article 2.3 of Part 2 of the Request for Standing Offers (RFSO), in order to comply with Treasury Board policies and directives on contracts awarded to former public servants."

(vi) "The requirement is subject to the provisions of the Agreement on Internal Trade (AIT)."

(vii) "The requirement is subject to a preference for Canadian goods and/or services."

1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

1.5 Key Terms

Diplomatic Mail: Packages constituting the diplomatic bag must bear visible external marks of their character and may contain only diplomatic documents or articles intended for official use.

Freight Forwarder: A Freight Forwarder is a logistics provider specializing in the handling and shipment of goods, via air, sea and ground to domestic and international destinations.

MCO/MAO: Mission Consular Officer/Mission Administrative Officer

Mission: Government of Canada Office abroad

MRA: Material Release Authorization

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2014-09-25) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

2.2 Submission of Offers

Offers 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 Request for Standing Offers.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

2.3. 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 the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

Definitions

For the purposes of this clause,

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

- a. an individual;
- b. an individual who has incorporated;

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES () NO ()**

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

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

By providing this information, Offerors agree that the successful Offeror'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 Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

2.4. Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than seven (7) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

2.5. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 offerors.

2.6. Improvement of Requirement during Solicitation Period

Should Offerors consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, Offerors are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Offerors 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 Offeror will be given consideration provided they are submitted to the Contracting Authority at least 15 calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7. Office of Small and Medium Enterprises (OSME)

PWGSC has established the Office of Small and Medium Enterprises (OSME) to assist suppliers in accessing and competing for opportunities in the Federal Marketplace. Its services include the Business Access Canada site found at: <https://buyandsell.gc.ca/for-businesses/contacts-for-businesses/office-of-small-and-medium-enterprises-osme-regional-offices>

For specific questions or concerns about this Contract, please contact the Contracting Authority.

2.8. Sustainable Development

It is the policy of the Canadian Government to carry out its mandate in a manner consistent with the principles of sustainable development and to promote sustainable development opportunities and obligations with respect to economic growth, social well-being, and a healthy environment thereby enhancing services to Canadians.

The Offeror is encouraged to support sustainable development by:

1. Contributing to environmental objectives, such as:
 - * Reducing greenhouse gas emissions and air contaminants;
 - * Improving energy and water efficiency;
 - * Reducing ozone depleting substances;
 - * Reducing waste and supporting reuse and recycling;
 - * Reducing hazardous waste; and
 - * Reducing toxic and hazardous chemicals and substances.

2. Resulting in more environmentally responsible planning, acquisition, use and disposal practices in the Federal Government.

The Offeror is requested to provide details of its practices for sustainable development. These details will not be evaluated; however they will be incorporated into any resultant call-up contract.

2.9. Financial Security Deposits/ Irrevocable Standby Letter of Credit

If PWGSC notifies the Offeror that it will be issued a standing offer on the condition that the Offeror provides an irrevocable standby letter of credit, the Offeror shall, at its sole expense, provide financial security to the Crown within seven (7) calendar days from such notification, in the form of an irrevocable standby letter of credit in the amount of \$200,000.00 Canadian dollars pursuant to which demand may be made if the offeror is in default in carrying out any of its obligations under any contract resulting from the Standing Offer. If the Letter of Credit is not provided after seven (7) calendar days, Canada reserves the right to not further consider the Offer submitted. The letter of credit shall be in force for the period of the standing offer, including any extensions thereto, and shall be in a form satisfactory to Canada and its solicitors. In addition, the letter of credit shall meet the criteria specified below.

Nothing in this clause shall be interpreted as a promise by the Crown to make any call-ups against the standing offer.

For the purpose of the above clause, "irrevocable standby letter of credit" means any arrangement, however named or described, whereby a financial institution (the "Issuer"), acting at the request and on the instructions of a customer (the "Applicant"), or on its own behalf, is to make a payment to or to the order of Canada, as the beneficiary, or is to accept and pay bills of exchange drawn by Canada, or authorizes another financial institution to effect such payment, or accept and pay such bills of exchange, or authorizes another financial institution to negotiate, against written demand(s) for payment provided that the terms and conditions of the letter of credit are complied with. The letter of credit shall:

- (a) State the face amount which may be drawn against it;
- (b) State its expiry date;
- (c) Provide for sight payment to the Receiver General for Canada by way of the financial institution's draft against presentation of a written demand for payment signed by the authorized departmental representative identified in the letter of credit by his/her office;

(d) Provide that more than one written demand for payment may be presented subject to the sum of those demands not exceeding the face amount of the letter of credit;

(e) Provide that it is subject to the International Chamber of Commerce (ICC) Uniform Customs and Practice for Documentary Credits, 2007 Revision, ICC Publication No 600;

(f) Clearly specify that it is irrevocable or deemed to be irrevocable pursuant to article 6c) of the ICC Uniform Customs and Practice for Documentary Credits, 2007 Revision, ICC Publication No 600; and

(g) Be issued or confirmed, in either official language, by a financial institution which is a member of the Canadian Payments Association and shall be on the letterhead of the Issuer or Confirmor.

The format is left to the discretion of the Issuer or Confirmor.

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1. Offer Preparation Instructions

Canada requests that Offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer two (2) hard copies and one (1) soft copy on USB or CD

Section II: Financial Offer one (1) hard copy and one (1) soft copy on USB or CD

Section III: Certifications one (1) hard copy

Section IV: Additional Information one (1) hard copy

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

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) 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 Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. offerors should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

Offerors must also address the requirements of Part 4 Mandatory Technical Criteria M1 to M6

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

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately if applicable.

It is requested that rates be provided on a HARD PAPER COPY and ELECTRONICALLY on a USB or Compact Disk (CD).

Section III: Certifications

Offerors must submit the certifications required under Part 5.

Section IV: Additional Information

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) The evaluation team will determine first if there are two or more offers with a valid Canadian Content certification. In that event, the evaluation process will be limited to the offers with the certification; otherwise, all offers will be evaluated. If some of the offers with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive offers with a valid certification remain, the evaluation will continue among those offers with a valid certification. If all offers with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other offers received will be evaluated.

4.1.1 Technical Evaluation

- a. Offers not meeting all the mandatory requirements will be rendered non-responsive and will be given no further consideration. Only offers found to meet the mandatory requirements will be considered for financial evaluation.

- b. Offeror can submit only one offer. For the purpose of this Request for Standing Offer, individual members of a joint venture soliciting in their own capacity are not considered the same Offeror as a joint venture in which they form a part. The offer must be by the Offeror itself and does not include the offer of any proposed subcontractors, any affiliate(s) of the Offeror or any corporate predecessor.
- c. If Canada seeks clarification or verification from the Offeror about its offer, the Offeror will have two (2) working days (or a longer period if specified in writing by the Contract Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the offer being declared non-responsive.
- d. Each offer will be reviewed to determine whether it meets the mandatory requirements of the offer. All elements of the Request for Standing Offer that are mandatory requirements are identified specifically with the words "must" or "mandatory" offers that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.
- e. For reference checks, Canada may conduct reference checks in writing by e-mail or phone. Response is to be received within 3 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Offeror by e-mail, to allow the Offeror to contact its reference directly to ensure that it responds to Canada within 2 working days. Wherever information provided by a reference differs from the information supplied by the Offeror, the information supplied by the reference will be the information evaluated. Crown references will be accepted.

4.1.1.1 Mandatory Technical Criteria

The offer must meet ALL the Mandatory Technical Criteria's **M1 to M6**, specified below.

Offerors are advised to give special attention to each criterion.

Each mandatory criterion should be addressed separately. An offer must comply with the requirements of the Request for Standing Offer and meet all mandatory technical evaluation criteria to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a Standing Offer.

NOTE: The check mark on the right hand side of the technical criteria is just a reference check to help complete your offer. Just using the check mark without providing details will make your offer non-compliant

<u>M1 - Company Information</u> The Offeror must provide the following Information: a) Official company legal name b) Procurement Business Number (PBN) c) Company's address d) Contact name e) Contact Info: Phone, Fax and E-mail	Put a check mark in the space that applies Did you provide company information (a) to (e)? YES_____ NO _____
<u>M2 - Company Experience and Expertise</u> 1. The Offeror must demonstrate that it has a minimum of five (5) years of experience within the last 10 years in the provision of Freight and related Services. The Offeror must demonstrate that over the past 5 years, it has participated in shipments similar to, or greater in size	Put a check mark in the space that applies 1. Does your company have five (5) years of experience in Freight and related Services in the last ten (10) years? YES_____ NO _____

and scope than the activities described in the Statement of Work throughout the four (4) regions (Asia/Australia, Europe/Middle East, Africa, and the Americans/North and South). The Offeror MUST also include:

A brief description of **two (2) different projects** completed over the last ten (10) years by the firm, which clearly demonstrates the firm's ability to provide the services;

2. A project is defined as follows: a minimum of two (2) years of repetitive business with same client in providing freight and logistics services of international shipments as described or similar in the Statement of Work (SOW); and valued at least five hundred thousand (\$500,000.00) dollars over two years for each project. The Offeror must include details for each project as follows:

- a. Name of client;
- b. Role of the Offeror in the project;
- c. Brief description of the service provided;
- d. Duration of each project;
- e. Dollar value of project;
- f. Name, titles and phone numbers of contact person reference(s).

NOTE: One of the projects must be within the last five (5) years

Canada reserves the right to request proof of any information provided by the Offeror. If the information cannot be validated, the Offeror's offer will be considered non-responsive.

2. Have you demonstrated the capacity of your company to provide Freight and related Services similar or greater in size and scope to the activities as described in the statement of work over a period of five (5) years?

YES _____ NO _____

3. Did you provide a description of **TWO** different projects (one project must be within the last five years)

YES _____ NO _____

4. Did you provide information/details (a) to (f) for each project which clearly demonstrates the Offeror's ability to provide the services described in the Statement of Work?

YES _____ NO _____

M3 - Proposed Project Manager

The Project Manager is responsible for managing and overseeing the day-to-day operations. This individual must be the main point of contact with the Project Authority and Contract Authority and have the authority to correct, revise or action requirements as they occur.

The Offeror must demonstrate that the proposed Project Manager meet the following minimum mandatory Qualifications:

- (i) The proposed Project Manager must have a minimum of five (5) years experience within the last ten (10) years in Freight and related services of similar or greater in scope to the requirements described in the Statement of Work.
- (ii) The Project Manager must be proficient in English and French, both oral and written.

Put a check mark in the space that applies

1. Did you demonstrate the Project Manager experience in Freight Services is similar or greater in size and scope to the activities described in the statement of work?

YES _____ NO _____

2. Did you indicate Project Manager years of experience?

YES _____ NO _____

3. Did you provide the Language profile?

<p>In order to demonstrate that the proposed Project Manager possess the qualifications specified above, Offeror must provide his/her résumé.</p> <p>This résumé must clearly demonstrate the qualifications of the proposed Project Manager and should include the following:</p> <ul style="list-style-type: none"> a) Project Manager's name; b) Years of experience in the Freight Services; c) Must provide proof of participation in at least one (1) major project (see details of project above in M2 - items (a) to (f)) while providing description of projects similar or greater in scope to the activities described in the SOW in Annex A and the client for whom the work was done; d) Client references including telephone number(s); e) Language profile 	<p>YES_____ NO _____</p> <p>4. Did you provide a detailed resume of the Project Manager which contains items (a) to (e)?</p> <p>YES_____ NO _____</p> <p>5. Did you provide a project which contains items (a) to (f) as listed in M2?</p> <p>YES_____ NO _____</p>
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<p><u>M4 - Designated (Off-Site) employee</u></p> <p>The successful Offeror must supply a full time Designated (Off-Site) employee</p> <p>The proposed Designated (Off-Site) employee must have a minimum of one (1) year experience in the coordination of freight services which are similar in scope to meet the requirements described in the Statement of Work.</p> <p>The Designated (Off-Site) employee must be proficient in English and French, both oral and written.</p> <p>The Offeror must submit a résumé of the proposed Designated (Off-Site) employee</p> <p>This résumé must clearly demonstrate the qualifications of the proposed off-site employee and should include the following:</p> <ul style="list-style-type: none"> a) Name; b) Years of experience in freight services; c) Language profile; d) Level of personnel security screening; e) Participation in the description of projects similar or great in scope to the activities described in the Statement of Work and the client for whom the work was done; f) Client references including telephone number(s) to cover at least one (1) year of the above required experience; 	<p>Put a check mark in the space that applies</p> <p>1. Did you demonstrate the Designated (Off-Site) employee experience in Freight Services is similar or greater in size and scope to the activities described in the statement of work?</p> <p>YES_____ NO _____</p> <p>2. Did you indicate Designated (Off-Site) employee years of experience?</p> <p>YES_____ NO _____</p> <p>3. Did you provide the Language profile?</p> <p>YES_____ NO _____</p> <p>4. Did you provide a detailed resume of the Designated (Off-Site) employee which contains items (a) to (f)?</p> <p>YES_____ NO _____</p>
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<p><u>M5 – Tracking and Tracing System</u></p> <p>The Offeror must have a Freight Tracking and Tracing System. Describe tracking and tracing system. (provide image, picture or flow chart if possible)</p> <p>The Offeror must indicate:</p> <p>a) Which Tracking and Tracing System is being utilized; b) The IT system used; c) Its capability with respect to reporting on the movement and location of shipments; and d) Its capability to provide proof of delivery if required or demonstrate confirmation of arrival (i.e. Signature).</p>	<p>Put a check mark in the space that applies</p> <p>1. Did you describe tracking and tracing system? YES_____ NO _____</p> <p>2. Did you provide requested information which contain items (a) to (d) YES_____ NO _____</p>
<p><u>M6 – Quality Assurance</u></p> <p>The Offeror must have a quality assurance program in place and describe what system will be used for quality assurance and how this system will be monitored to ensure that the transit times will be met. The proposed procedure to monitor this system and the level of service is consistently maintained during the period of the Standing Offer.</p>	<p>Put a check mark in the space that applies</p> <p>1. Did you describe a quality assurance program/system? YES_____ NO _____</p>

4.1.2 Financial Evaluation

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

4.1.2.1 Evaluation Based on Rates

Offers declared responsive in the Technical Evaluation will be evaluated based on rates submitted in the Annex "B" - Basis of Payment – Outbound International Shipments - Door to Door, Door to Airport, Inbound International Shipments Door to Door and Incoming Diplomatic Mail Clearing Transportation.

Offerors must state the cost of their services, (i.e. rates), in the attached Annex "B" - Basis of Payments, in Canadian dollars. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

NOTE: The Goods and Services Tax or Harmonized Sales Tax is not applicable on export shipments. Offeror must provide prices/rates for all destinations and categories specified in each of the Basis of Payment tabs. Offerors failing to fill out the rates for a destination or category within a given tab, by leaving an empty space, will be considered non-responsive.

Please note the rates **must be provided electronically on a USB or Compact Disk (CD)** as well as **one hard copy**, using the format and formulas provided in Annex "B."

The rates submitted by the Offeror are inclusive of **all fees** and expenses for the period of the Standing Offer.

4.1.2.1.2 International Inbound and Outbound Shipments and Incoming Diplomatic Mail Transportation

The Offeror must provide prices for all services, for all destinations and categories specified within each tabs, for all the five (5) year period as specified in the Annex "B" – Basis of Payment Outbound International Shipments - Door to Door, Door to Airport, Inbound International Shipments Door to Door and Incoming Diplomatic Mail Clearing Transportation. For Incoming Diplomatic Mail Clearing Transportation, the Offeror must provide the applicable transportation fees for all the five (5) year period as specified in the Annex "B" - Basis of Payment – Incoming (Inbound) Diplomatic Bag Clearing Transportation.

Offerors failing to fill out the prices as specified above will render their offer non-responsive and the offer will not be recommended for issuance of a Standing Offer.

The prices submitted by the Offeror are inclusive of all fees and expenses for the period of the Standing Offer

4.1.2.1.3 Cost Evaluation

Each service will be given a different percentage value. The total prices for each of the below services will be subject to a specific percentage value toward the final evaluation.

The percentage values attributed to each service are as follow:

70% of the total price for the Outbound Door to Airport Services;

15% of the total price for Outbound Door to Door Services;

10% of the total price for the Inbound Door to Door Services;

5% of the total price for the incoming Bag Clearing and Transportation Services.

International Shipments Services Outbound Door to Airport (ODTA) will be calculated as follows:

Step 1 – As each weight categories will be given a different percentage value, the total price for each weight categories will be evaluated separately and will represent the sum of the calculated products for all four of the specified weight categories for all destinations identified in Annex "B" - Basis of Payment - Outbound Door to Airport (ODTA).

The calculated product for each weight category is defined as the sum of all destinations quoted rate per kg times the identified standardized weight for that weight category.

The standardized weights per shipment are:

20kg for the under 45kg weight category

75kg for the 46 - 99kg category

200kg for the 100 - 299kg category, and

400kg for the over 300kg category

In the less than 45kg category, the calculated product will represent the higher cost between the minimum charge quoted in Annex "B" or the product of the quoted rate per kg times the standardized weight (i.e 20kg), whichever is higher.

Minimum charge is defined as the least amount expected by the Offeror to perform the ODTA.

Example: A

Minimum	<45kg	46kg-99kg	100-299kg	>300kg
\$50.00	\$2.00	\$1.75	\$1.50	\$1.25

20kg X \$ 2.00 = \$ 40.00 therefore **minimum rate** will apply (i.e. \$50.00).

Example: **B**

Minimum	<45kg	46kg-99kg	100-299kg	>300kg
\$50.00	\$5.00	\$4.75	\$4.00	\$3.50

20kg X \$ 5.00 = \$ 100.00 therefore **per kilo rate** will apply (i.e. \$100.00).

Step 2 - The "Total Price per Weight Category" for ODTA will represent the sum of the total price per year, as calculated above, for all five (5) years (year 1, year 2, option year 1, option year 2, and option year 3) times the identified percentage value attributed to that specific weight category.

The percentage value attributed to each weight categories are as follow:

70% of the total price for the less than 45kg weight category;
15% of the total price for the 46kg to 99kg weight category;
10% of the total price for the 100kg to 299kg weight category;
5% of the total price for the 300kg and up weight category.

Example:

% Attributed to each categories	70%	15%	10%	5%
Total Categories Cost	\$478.10	\$243.45	\$415.40	\$403.20
Weight Categories (kg)	Less than 45	46 to 99	100 to 299	300 and up
Year 1	\$ 345.00	\$ 843.75	\$ 2,264.00	\$ 4,468.00
Year 2	\$ 85.00	\$ 234.00	\$ 490.00	\$ 880.00
Option Year 1	\$ 68.00	\$ 116.25	\$ 280.00	\$ 500.00
Option Year 2	\$ 75.00	\$ 95.25	\$ 270.00	\$ 548.00
Option Year 3	\$ 110.00	\$ 333.75	\$ 850.00	\$ 1,668.00
Totals	\$ 683.00	\$ 1,623.00	\$ 4,154.00	\$ 8,064.00

Step 3 - The "Total Price for ODTA" will represent the sum of the total price per weight category as calculated above, for all four (4) weight categories times the identified percentage value attributed to that specific service which is 70%.

Example:

% Attributed to each Services	70%			
Total Services Cost	\$1,078.11			
Services	Outbound Door to Airport			
% Attributed to each categories	70%	15%	10%	5%
Total Categories Cost	\$478.10	\$243.45	\$415.40	\$403.20

International Shipments Services Outbound Door to Door (ODTD) will be calculated as follow:

Step 4 – As each weight categories will be given a different percentage value, the total price for each weight categories will be evaluated separately and will represent the sum of the calculated products for all four of the specified weight categories for all destinations identified in Annex "B" - Basis of Payment - Outbound Door to Door (ODTD).

The calculated product for each weight category is defined as the sum of all destinations quoted rate per kg times the identified standardized weight for that weight category.

The standardized weights per shipment are:

20kg for the under 45kg weight category
75kg for the 45 - 99kg category
200kg for the 100 - 299kg category, and
400kg for the over 300kg category

In the less than 45kg category, the calculated product will represent the higher cost between the minimum charge quoted in Annex "B" or the product of the quoted rate per kg times the standardized weight (i.e 20kg), whichever is higher.

Minimum charge is defined as the least amount expected by the Offeror to perform the ODTD.

Example: A

Minimum	<45kg	46kg-99kg	100-299kg	>300kg
\$50.00	\$2.00	\$1.75	\$1.50	\$1.25

20kg X \$ 2.00 = \$ 40.00 therefore **minimum rate** will apply (i.e. \$50.00).

Example: B

Minimum	<45kg	46kg-99kg	100-299kg	>300kg
\$50.00	\$5.00	\$4.75	\$4.00	\$3.50

20kg X \$ 5.00 = \$ 100.00 therefore **per kilo rate** will apply (i.e. \$100.00).

Step 5 - The "Total Price per Weight Category" for ODTD will represent the sum of the total price per year, as calculated above, for all five (5) years (year 1, year 2, option year 1, option year 2, and option year 3) times the identified percentage value attributed to that specific weight category.

The percentage value attributed to each weight categories are as follow:

- 90% of the total price for the less than 45kg weight category;
- 5% of the total price for the 45kg to 99kg weight category;
- 2.5% of the total price for the 100kg to 299kg weight category;
- 2.5% of the total price for the 300kg and up weight category.

Example:

% Attributed to each categories	90%	5%	2.5%	2.5%
Total Categories Cost	\$363.78	\$52.31	\$78.75	\$133.10
Weight Categories (kg)	Less than 45	45 to 99	100 to 299	300 and up
Year 1	\$ 68.00	\$ 108.75	\$ 450.00	\$ 444.00
Year 2	\$ 85.00	\$ 168.75	\$ 430.00	\$ 840.00
Option Year 1	\$ 95.00	\$ 318.75	\$ 1,150.00	\$ 1,940.00
Option Year 2	\$ 86.20	\$ 281.25	\$ 690.00	\$ 1,260.00
Option Year 3	\$ 70.00	\$ 168.75	\$ 430.00	\$ 840.00
Totals	\$ 404.20	\$ 1,046.25	\$ 3,150.00	\$ 5,324.00

Step 6 - The "Total Price for ODTD" will represent the sum of the total price per weight category as calculated above, for all four (4) weight categories times the identified percentage value attributed to that specific service which is 15%.

Example:

% Attributed to each Services	15%			
Total Services Cost	\$94.19			
Services	Outbound Door to Door			
% Attributed to each categories	90%	5%	2.5%	2.5%
Total Categories Cost	\$363.78	\$52.31	\$78.75	\$133.10

International Shipments Services Inbound (Incoming) Door to Door (IDTD) will be calculated as follow:

Step 7 – As each weight categories will be given a different percentage value, the total price for each weight categories will be evaluated separately and will represent the sum of the calculated products for all four of the specified weight categories for all destinations identified in Annex "B" - Basis of Payment - Inbound Door to Door (IDTD).

The calculated product for each weight category is defined as the sum of all destinations quoted rate per kg times the identified standardized weight for that weight category.

The standardized weights per shipment are:
20kg for the under 45kg weight category
75kg for the 45 - 99kg category
200kg for the 100 - 300kg category, and
400kg for the over 300kg category

In the less than 45kg category, the calculated product will represent the higher cost between the minimum charge quoted in Annex "B" or the product of the quoted rate per kg times the standardized weight (i.e 20kg), whichever is higher.

Minimum charge is defined as the least amount expected by the Offeror to perform the IDTD.

Example: A

Minimum	<45kg	45kg-99kg	100-300kg	>300kg
\$50.00	\$2.00	\$1.75	\$1.50	\$1.25

20kg X \$ 2.00 = \$ 40.00 therefore **minimum rate** will apply (i.e. \$50.00).

Example B

Minimum	<45kg	45kg-99kg	100-300kg	>300kg
\$50.00	\$5.00	\$4.75	\$4.00	\$3.50

20kg X \$ 5.00 = \$ 100.00 therefore **per kilo rate** will apply (i.e. \$100.00).

Step 8 - The "Total Price per Weight Category" for IDTD will represent the sum of the total price per year, as calculated above, for all five (5) years (year 1, year 2, option year 1, option year 2, and option year 3) times the identified percentage value attributed to that specific weight category.

The percentage value attributed to each weight categories are as follow:

- 90% of the total price for the less than 45kg weight category;
- 5% of the total price for the 45kg to 99kg weight category;
- 2.5% of the total price for the 100kg to 299kg weight category;
- 2.5% of the total price for the 300kg and up weight category.

Example:

% Attributed to each categories	90%	5%	2.5%	2.5%
Total Categories Cost	\$436.50	\$71.81	\$91.50	\$175.00
Weight Categories (kg)	Less than 45	45 to 99	100 to 299	300 and up
Year 1	\$ 72.00	\$ 108.75	\$ 250.00	\$ 440.00
Year 2	\$ 145.00	\$ 506.25	\$ 1,300.00	\$ 2,480.00
Option Year 1	\$ 75.00	\$ 318.75	\$ 840.00	\$ 1,660.00
Option Year 2	\$ 98.00	\$ 262.50	\$ 650.00	\$ 1,200.00
Option Year 3	\$ 95.00	\$ 240.00	\$ 620.00	\$ 1,220.00
Totals	\$ 485.00	\$ 1,436.25	\$ 3,660.00	\$ 7,000.00

Step 9 - The "Total Price for IDTD" will represent the sum of the total price per weight category as calculated above, for all four (4) weight categories times the identified percentage value attributed to that specific service which is 10%.

Example:

% Attributed to each Services	10%			
Total Services Cost	\$77.48			
Services	Inbound Door to Door			
% Attributed to each categories	90%	5%	2.5%	2.5%
Total Categories Cost	\$436.50	\$71.81	\$91.50	\$175.00

Incoming Diplomatic Bag Clearing Transportation

Step 10 - As each Airport will be given a different percentage value, the total price for each Airport will be evaluated separately and will represent the sum of the rate provided per identified Airport in Annex "B" - Basis of Payment – Incoming Bag Clearing Transportation.

The "Total Price per Airport for Incoming Diplomatic Bag Clearing Transportation", will represent the sum of the rates for each airports for all five (5) years (year 1, year 2, option year 1, option year 2, and option year 3) times the identified percentage value attributed to that specific Airport.

The percentage values attributed to each Airport are as follow:

- 90% of the total price for the Ottawa Airport;
- 5% of the total price for the Montreal Airport;
- 5% of the total price for the Toronto Airport.

Example:

% Attributed to each categories	90%	5%	5%
Total Categories Cost	\$900.00	\$150.00	\$227.50
Weight Categories (kg)	Ottawa Airport	Montreal Airport	Toronto Airport
Year 1	\$ 150.00	\$ 500.00	\$ 800.00
Year 2	\$ 175.00	\$ 550.00	\$ 875.00
Option Year 1	\$ 200.00	\$ 600.00	\$ 950.00
Option Year 2	\$ 225.00	\$ 650.00	\$ 925.00
Option Year 3	\$ 250.00	\$ 700.00	\$ 1,000.00
Totals	\$ 1,000.00	\$ 3,000.00	\$ 4,550.00

Step 11 - The "Total Price for Incoming Diplomatic Bag Clearing Transportation" will represent the sum of the total price per Airport as calculated above, for all three (3) Airports times the identified percentage value attributed to that specific service which is 5%.

Example:

% Attributed to each Services	5%		
Total Services Cost	\$63.88		
Services	Incoming Bag Clearing Transportation Only		
% Attributed to each categories	90%	5%	5%
Total Categories Cost	\$900.00	\$150.00	\$227.50

TOTAL OFFER PRICE (INTERNATIONAL SHIPMENTS and INCOMING DIPLOMATIC MAIL)

Step 12 - The "Total Offer Price (Evaluated Price)" will represent the sum of the "Total Price" for Outbound Door to Airport (ODTA), as calculated at Step 3, the "Total Price" Outbound Door to Door

(ODTD) as calculated at Step 6, the "Total Price" Inbound Door to Door (IDTD) as calculated at Step 9 and the "Total Price" Incoming Diplomatic Bag Clearing Transportation as calculated at Step 11.

Example of Total Offer Price (Evaluated Price) Using TOTALS from Annex "B" – Basis of Payment

					A	B	C = (A x B)
Evaluation Weight	20kg	75kg	200kg	400kg		Overall	Total
Services	Less than 45	45 - 99	100 - 299	300+	Sub -Total	Weight	Evaluated Price
ODTA							
Year 1	\$ 5.00	\$ 6.00	\$ 12.00	\$ 17.00	\$ 42.25	70%	\$ 29.58
Year 2	\$ 6.00	\$ 7.00	\$ 13.00	\$ 18.00			
Opt Year 1	\$ 7.00	\$ 8.00	\$ 14.00	\$ 19.00			
Opt Year 2	\$ 8.00	\$ 9.00	\$ 15.00	\$ 20.00			
Opt Year 3	\$ 9.00	\$ 10.00	\$ 16.00	\$ 21.00			
Weight	\$ 35.00	\$ 40.00	\$ 70.00	\$ 95.00			
Weighted Price	70%	15%	10%	5%			
	\$ 24.50	\$ 6.00	\$ 7.00	\$ 4.75			
ODTD							
Year 1	\$ 5.00	\$ 6.00	\$ 12.00	\$ 17.00	\$ 37.63	15%	\$ 5.64
Year 2	\$ 6.00	\$ 7.00	\$ 13.00	\$ 18.00			
Opt Year 1	\$ 7.00	\$ 8.00	\$ 14.00	\$ 19.00			
Opt Year 2	\$ 8.00	\$ 9.00	\$ 15.00	\$ 20.00			
Opt Year 3	\$ 9.00	\$ 10.00	\$ 16.00	\$ 21.00			
Weight	\$ 35.00	\$ 40.00	\$ 70.00	\$ 95.00			
Weighted Price	90%	5%	2.5%	2.5%			
	\$ 31.50	\$ 2.00	\$ 1.75	\$ 2.38			
IDTD							
Year 1	\$ 9.00	\$ 8.00	\$ 12.00	\$ 17.00	\$ 70.18	10%	\$ 7.02
Year 2	\$ 10.00	\$ 5.00	\$ 13.00	\$ 18.00			
Opt Year 1	\$ 13.00	\$ 9.00	\$ 14.00	\$ 19.00			
Opt Year 2	\$ 19.00	\$ 11.00	\$ 15.00	\$ 20.00			
Opt Year 3	\$ 20.00	\$ 10.00	\$ 16.00	\$ 21.00			
Weight	\$ 71.00	\$ 43.00	\$ 70.00	\$ 95.00			
Weighted Price	90%	5%	2.5%	2.5%			
	\$ 63.90	\$ 2.15	\$ 1.75	\$ 2.38			
Inc Dip Bag Clearing	Ottawa Airport	Montreal Airport	Toronto Airport				
Year 1	\$ 9.00	\$ 8.00	\$ 12.00		\$ 69.55	5%	\$ 3.48
Year 2	\$ 10.00	\$ 5.00	\$ 13.00				
Opt Year 1	\$ 13.00	\$ 9.00	\$ 14.00				
Opt Year 2	\$ 19.00	\$ 11.00	\$ 15.00				
Opt Year 3	\$ 20.00	\$ 10.00	\$ 16.00				
Weight	\$ 71.00	\$ 43.00	\$ 70.00				
Weighted Price	90%	5%	5%				
	\$ 63.90	\$ 2.15	\$ 3.50				
TOTAL EVALUATED PRICE							\$ 45.71

4.1.2.2 Surcharges

Air fuel and Security surcharges found in the Annex "B" - Basis of Payment - Air Fuel and Security Surcharges, are all chargeable but will not be part of the evaluation. Calculation of air fuel and security surcharges varies from one carrier to another, which make them difficult to assess. Those surcharges should, however, be provided by the Offerors in their offer, but may be provided prior to issuance of a Standing Offer

All applicable air fuel and security surcharges quoted in an offer are to be based on the air fuel and security surcharges effective May 31, 2015.

Price support is required, upon request of the Standing Offer Authority, for any surcharges Quoted.

In addition, over the period of the Standing Offer, air fuel and security surcharges may be revised. All revisions must be sent to the Standing Offer Authority. Any requests for increases in air fuel or security surcharges must, upon request from the Standing Offer Authority, include price support.

4.2 Basis of Selection

1. An offer must comply with the requirements of the Request for Standing Offer and meet all mandatory technical evaluation criteria to be declared responsive. The responsive Offer with the lowest overall cost "Total Offer Price" and that meets the security requirements will be recommended for issuance of a Standing Offer.

2. Up to three Standing offers will be issued to the best lowest Total "Evaluation Price" of the combined offers

3. The call-up procedures will require that call-ups be issued based on the following requirements:

- a) The Standing Offer holder with the lowest price/rate for a given region
- b) The Standing Offer holder with the lowest price/rate per Mission Destinations in Annex E

PART 5 - CERTIFICATIONS

Offerors must provide the required certifications and associated information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default in carrying out any of its obligations under any resulting contracts, if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority may render the Offer non-responsive, may result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Precedent to Issuance of a Standing Offer

The certifications listed below should be completed and submitted with the offer, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information.

Failure to comply with the request of the Standing Offer Authority and to provide the certifications within the time frame provided will render the offer non-responsive.

5.1.1 Integrity Provisions - Associated Information

By submitting an offer, the Offeror certifies that the Offeror and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Offer of Standard Instructions 2006 (2014-09-25). The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

5.1.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada-Labour's](#) website.

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

5.1.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.1.3.1 Canadian Content Certification (clause [A3050T](#) (2014-11-27) - Canadian Content Definition.

1. **Canadian good:** A good wholly manufactured or originating in Canada is considered a Canadian good. A product containing imported components may also be considered Canadian for the purpose of this policy when it has undergone sufficient change in Canada, in a manner that satisfies the definition specified under the [North American Free Trade Agreement](#) (NAFTA) Rules of Origin. For the purposes of this determination, the reference in the NAFTA Rules of Origin to "territory" is to be replaced with "Canada". (Consult [Annex 3.6](#) (9) of the *Supply Manual*.)

2. **Canadian service:** A service provided by an individual based in Canada is considered a Canadian service. Where a requirement consists of only one service, which is being provided by more than one individual, the service will be considered Canadian if a minimum of 80 percent of the total bid price for the service is provided by individuals based in Canada.

3. **Variety of goods:** When requirements consist of more than one good, one of the two methods below is applied:

- a. aggregate evaluation: no less than 80 percent of the total bid price must consist of Canadian goods; or,
- b. item by item evaluation: in some cases, the bid evaluation may be conducted on an item by item basis and contracts may be awarded to more than one supplier. In these cases, suppliers will be asked to identify separately each item that meets the definition of Canadian goods.

4. **Variety of services:** For requirements consisting of more than one service, a minimum of 80 percent of the total bid price must be provided by individuals based in Canada.

5. **Mix of goods and services:** When requirements consist of a mix of goods and services, no less than 80 percent of the total bid price must consist of Canadian goods and services (as defined above). For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult [Annex 3.6](#) (9), Example 2, of the *Supply Manual*.

6. Other Canadian goods and services: Textiles: Textiles are considered to be Canadian goods according to a modified rule of origin, copies of which are available from the Clothing and Textiles Division, Commercial and Consumer Products Directorate.

This procurement is limited to Canadian goods.

The Offeror certifies that:

() the good(s) offered are Canadian goods as defined in paragraph 1 of clause **Canadian Content Certification**.

5.1.3.2 Status and Availability of Resources

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer 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 Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror 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 Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

1. At the Request for Standing Offers closing date, the following conditions must be met:
 - (a) The Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
 - (b) The Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicate in Part 7A - Standing Offer;
 - (c) The Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. For additional information on security requirements, offerors should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.1.2 Security Confirmation

Please refer to Annex "H" - Security Requirement Check List (SRCL) for details.

The Offeror must have Facility Security Clearance at Secret level prior to issuance of the Standing Offer, granted or approved by the Canadian Industrial Security Directorate, PWGSC.

Please provide specifics:

Firm Name: _____

Reference Number: _____

Expiry Date: _____

6.2 Financial Capability

SACC *Manual* clause M9033T (2011-05-16) Financial Capability

1. **Financial Capability Requirement:** The Offeror must have the financial capability to fulfill this requirement. To determine the Offeror's financial capability, the Standing Offer Authority may, by written notice to the Offeror, require the submission of some or all of the financial information detailed below during the evaluation of offers. The Offeror must provide the following information to the Standing Offer Authority within fifteen (15) working days of the request or as specified by the Standing Offer Authority in the notice:

- a. Audited financial statements, if available, or the unaudited financial statements (prepared by the Offeror's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Offeror's last three fiscal years, or for the years that the Offeror has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
- b. If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Standing Offer Authority, the Offeror must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Standing Offer Authority requests this information.
- c. If the Offeror has not been in business for at least one full fiscal year, the following must be provided:
 - i. the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
 - ii. the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Standing Offer Authority requests this information.
- d. A certification from the Chief Financial Officer or an authorized signing officer of the Offeror that the financial information provided is complete and accurate.
- e. A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Offeror outlining the total of lines of credit granted to the Offeror and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Standing Offer Authority requests this information.

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2. If the Offeror is a joint venture, the financial information required by the Standing Offer Authority must be provided by each member of the joint venture.
3. If the Offeror is a subsidiary of another company, then any financial information in 1. (a) to (e) above required by the Standing Offer Authority must be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provision of the financial information of the Offeror, and the financial capability of a parent cannot be substituted for the financial capability of the Offeror itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PWGSC), is provided with the required information.
4. **Financial Information Already Provided to PWGSC:** The Offeror is not required to resubmit any financial information requested by the Standing Offer Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:
- a. the Offeror identifies to the Standing Offer Authority in writing the specific information that is on file and the requirement for which this information was provided; and
 - b. the Offeror authorizes the use of the information for this requirement. It is the Offeror's responsibility to confirm with the Standing Offer Authority that this information is still on file with PWGSC.
5. **Other Information:** Canada reserves the right to request from the Offeror any other information that Canada requires to conduct a complete financial capability assessment of the Offeror.
6. **Confidentiality:** If the Offeror provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the Access to Information Act, R.S., 1985, c. A-1, Section 20(1) (b) and (c).
7. **Security:** In determining the Offeror's financial capability to fulfill this requirement, Canada may consider any security the Offeror is capable of providing, at the Offeror's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

6.3 Insurance Requirements

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a standing offer as a result of the request for standing offer, can be insured in accordance with the Insurance Requirements specified in Annex "C".

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

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

- 7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

7.2 Security Requirements

- 7.2.1 The following security requirements (SRCL and related clauses provided by ISP) apply and form part of the Standing Offer.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the CISD, PWGSC, the Contractor personnel **MAY NOT ENTER** sites without an escort.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex H;
 - (b) Industrial Security Manual (Latest Edition).

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

[2005](#) (2014-09-25), General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The data must be submitted on a quarterly basis to the Standing Offer and Project Authority.

The quarterly reporting periods are defined as follows:

-
- 1st quarter: August 1 to October 31;
 - 2nd quarter: November 1 to January 31;
 - 3rd quarter: February 1 to April 30;
 - 4th quarter: May 1 to July 31;

The data (Electronic reports) must be completed and forwarded to the Standing Offer Authority no later than 15 calendar days after the end of the reporting period".

Reports will be accepted in Excel and/or Lotus spreadsheet format.

All data fields of the report must be completed as requested. If some data is not available, the reason must be indicated in the report. If no goods or services are provided during a given period, the Offeror must still provide a "NIL" report.

The Standing Offer Authority must be provided with quarterly reports which must contain the following information:

(Reports may be similar to the following but must contain the required information.)

- Name of Freight Forwarder;
- Date;
- Quarterly reporting period covered;
- The region covered;
- Identified User number utilized by the Freight Forwarder;
- Destination: From - To;
- Dollar value by air; broken down, for example: air freight transportation charge; air fuel surcharge; Navcan charge; etc.
- Additional amounts should be included in the total amount of billing for the quarter. This would include other ancillary charges such as demurrage, detention storage and any other additional charges.
- Each quarterly report must indicate the total billing per Identified User, the total billing for the given quarter and the total billing from all previous reports, (accumulated), to the Standing Offer.

The information provided must be presented in a clear, understandable and concise fashion.

Failure to provide fully completed reports in accordance with the above instructions may result in the setting aside of the Standing Offer and the application of a vendor performance corrective measure.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from 1, August 2015 to 31 July 2017.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional three (3) periods of one (1) year each, from 01 August 2017 to 31 July 2018 and from 01 August 2018 to 31 July 2019 and from 01 August 2019 to 31 July 2020 under the same conditions and at the rates or prices specified in the Standing Offer (Basis of Payment).

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority at least thirty (30) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.5. Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Alfred Ogbumor
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch,
Directorate: Traffic Management
Address: 11 Laurier Street, PDP, Phase III
Gatineau, Quebec. K1A 0S5
Telephone: (819) 956-3589
Facsimile: (819) 956-4944
E-mail address: alfred.ogbumor@pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Project Authority

The Project Authority for the Standing Offer is:

(Will be advised at time of issuance.)

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

7.5.3 Offeror's Representative

Name: _____

Title: _____

Company: _____

Address: _____

Telephone: _____

Cell Phone: _____

Fax: _____

E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Identified Users

The primary Identified User authorized to make call-ups against the Standing Offer is the Department of Foreign Affairs, Trade and Development.

The secondary Identified User authorised to make call-ups against the Standing Offer include any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the *Financial Administration Act*, R.S., 1985, c. F-11.

7.8 Call-up Procedures

The Identified User will issue a call-up instrument when services are required.

7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User using the Annex "G" - Daily Unclassified Bag Manifest form.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$100,000.00 (Applicable Taxes included).

7.11 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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2014-09-25), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2035 (2014-09-25); General Conditions - Higher Complexity - Services
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Insurance Requirements;
- h) Annex D, Historical Information;
- i) Annex E, Mission Destinations;
- j) Annex F, Performance Monitoring Survey;
- k) Annex G, Daily Unclassified Bag Manifest;
- l) Annex H, Security Requirements Check List;
- m) the Offeror's offer dated _____.

7.12 Certifications

7.12.1 Compliance

The continuous compliance with the certifications provided by the Offeror with its offer and the ongoing cooperation in providing associated information are conditions of issuance of the Standing Offer (SO). Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

If the Offeror does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

7.13 Canadian Content Certification

The Offeror warrants that the certification of Canadian Content submitted by the Offeror is accurate and complete, and that the goods, services or both to be provided under any call-ups against the Standing Offer are in accordance with the definition contained in clause A3050T (**Canadian Content Definition**). The Offeror must keep proper records and documentation relating to the origin of the goods, services or both provided to Canada.

The Offeror must not, without obtaining before the written consent of the Standing Offer Authority, dispose of any such records or documentation until the expiration of six (6) years after final payment under any contract resulting from the Standing Offer, or until settlement of all outstanding claims and disputes under the Standing Offer, whichever is later. All such records and documentation must at all times during the retention period be open to audit, inspection and examination by the representatives of Canada, who may make copies and take extracts.

The Offeror must provide all facilities for such audits, inspections and examinations, and must furnish all such information as the representatives of Canada may from time to time require with respect to such records and documentation.

Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant any contract resulting from the Standing Offer.

7.14 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7.15 Price Support

The Offeror must provide, on Canada's request, one or more of the following price support, if applicable:

- (a) A current published price list indicating the percentage discount available to Canada; or
- (b) Copies of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- (c) a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- (d) Price or rate certifications; or

(e) Any other supporting documentation as requested by Canada.

7.16 Disclosure of Pricing

The Supplier agrees to the disclosure of its Ceiling Unit Rates provided under the Standing Offer by Canada, and further agrees that it will have no right to claim against Canada, the client, their employees, agents or servants in relation to such disclosure.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2035](#) (2014-09-25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3 Term of Contract

7.3.1 Period of the Contract

The Work must be completed in accordance with the call-up against the Standing Offer.

7.4 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid as follows:

For International shipments for Door to Airport (DTA) and Door to Door (DTD);

For shipments weighting less than 45kg - The applicable rate indicated in Annex "B" - Basis of payment times the actual weight of the shipment or the applicable minimum charge indicated in Annex "B" – Basis of payment, whichever is higher.

For shipments weighing 45kg or more, the applicable rate indicated in Annex "B" - Basis of payment times the actual weight of the shipment

For Incoming shipment mail - The applicable rate indicated in Annex "B" - Basis of payment times the pre-established distance from the given airport as indicated in Annex "B" - Basis of payment

Rates in Annex "B" - Basis of payment are in Canadian dollars. The Contractor will also be paid additional third party ancillary charges as described below, at cost; plus NAVCAN charges at cost; plus air fuel surcharges, as applicable, in Canadian dollars. The Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

NOTE: The Goods and Services Tax or Harmonized Sales Tax is not applicable on export shipments. For diplomatic mail shipments to missions/destinations not included in Annex "B" - Basis of Payment - International Shipments or for shipment requirements not included in Annex "B" - Basis of Payment - International Shipments, the prices are to be negotiated at the time the service is requested and approved by the Standing Offer Authority prior to the service being rendered.

7.5.2 Ancillary Charges

Third Party ancillary charges are not included in the prices of transportation, and will be reimbursed at cost with the provision, upon request, of documented proof. Examples of documented proof are: Invoices provided by the Freight Forwarder received from the employed carrier. These ancillary charges consist of transportation related elements, which cannot be anticipated, or which can be anticipated but whose future value cannot be predicted. Third Party ancillary charges could include but are not limited to demurrage, detention storage fee and NAVCAN.

NAV CANADA is responsible for the provision of civil air navigation facilities and services for aircraft in Canadian controlled airspace. It recovers its costs through a system of service charges. NAV CANADA charges are set annually with quarterly adjustments. Through the NAV CANADA web site, (<http://www.navcanada.ca>), the Offeror will have access to the "Customer Guide to Charges" and will be able to support the NAVCAN charges being claimed.

7.5.3 Limitation of Price

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.5.4 Method of Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work performed has been accepted by Canada

7.5.5 Payment period

1. Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later.

A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with section 17.

2. If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition; Canada will notify the Offeror within fifteen (15) days of receipt. The thirty (30) day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Offeror within fifteen (15) days will only result in the date specified in subsection 1 to apply for the sole purpose of calculating interest on overdue accounts.

7.6 Invoicing Instructions

1. Payment will only be made upon submission of a satisfactory **weekly invoice** duly supported by specified release documents or other documents called for under the Standing Offer.

The original and one (1) copy of the invoice together with attachments must be forwarded to:

Attn: (provided on issuance of the Standing Offer)
Foreign Affairs, Trade and Development/APG
125 Sussex Drive
Ottawa, Ontario
K1A 0G2

Invoices must be submitted weekly, on the Offeror's own invoice form and must be prepared to show:

- a) Invoice Number, Date; Manifest Number;
- b) Name and address of the client department;
- c) Shipper, Consignee;
- d) Origin, destination;
- e) Description of goods, weight and cube, # of pieces;
- f) Standing Offer Number;
- g) Cost of Service, detailed separate line(s) for any applicable surcharges;
- h) Support documentation for charges invoiced (ie. copy of air waybills).

2. For the purposes of invoicing, the billing period will be from Sunday to Saturday and include a breakdown of both import and export charges, and other fees as set out in section 7.5

3. Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later.

4. If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition; Canada will notify the Contractor within fifteen (15) days of receipt. The 30-day payment period begins upon receipt of the revised invoice or the replacement or corrected Work.

7.7 Insurance Requirements

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors; coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.8 Damage or Loss to Crown Property

The Contractor shall reimburse Canada any cost or expenses due to the damage to or loss of Crown-owned property resulting from the Contract or the carrying out thereof, or shall, upon reasonable notice, promptly repair such damage or substitute such loss to Canada's satisfaction.

7.9 Performance Measurement

In order to ensure quality service, and as part of the process for the Freight services, DFATD will implement a performance measurement system to monitor the performance of its supplier and the satisfaction of its client(s).

A Performance Monitoring Survey (refer to Annex "F") will be provided at random to client(s) being served to elicit feedback regarding the effectiveness of the process and the performance of the supplier.

Each completed survey will be reviewed by the Project Authority and those surveys which indicate an unsatisfactory level of service will be discussed at regular meetings between the Official or Officials designated by the Offeror to coordinate the implementation of this Standing Offer and the Project Authority or his/her representative as well as the Standing Offer Authority.

The Offeror will be expected to explain the source of the unsatisfactory assessment and to provide the Project Authority/Standing Offer Authority with a description of the remedial action to be taken. The Survey will request the client(s) to assess the level of service received for the following types of service:

- a) client communication;
- b) delivery;
- c) rectification of problems;
- d) overall quality of service.

Poor performance of any requirement in the Statement of Work, including failure to remedy any condition of an unsatisfactory assessment to the satisfaction of Canada, may result in the suspension or termination of this Standing Offer by Canada.

ANNEX "A"

STATEMENT OF WORK

FREIGHT AND RELATED SERVICES

1.0 BACKGROUND

The Department of Foreign Affairs, Trade and Development Canada (DFATD) is responsible for the shipment of Diplomatic Mail from Canada to Canada's Missions abroad and from Canada's Missions abroad to Canada. To support these shipments, DFATD requires Air Freight and Related Services for the movement of approximately 400,000 kilograms of outgoing diplomatic mail annually from Canada to Canada's Missions abroad and for the movement of approximately 100,000 kilograms of incoming diplomatic mail from Canada's Missions abroad to Canada.

2.0 GENERAL REQUIREMENTS

The Offeror offers to provide DFATD with the services listed below, as and when DFATD may request such services and if DFATD authorizes and orders such services in accordance with the provisions hereof.

The Offeror must:

1. Provide Freight and Related Services for the movement of Diplomatic Mail via Air Freight from the National Capital Region to the destinations of Canada's Missions Abroad and provide Freight and Related Services for the movement of Diplomatic Mail via Air Freight from the destinations of Canada's Missions to the National Capital Region in accordance with service points specified in Annex "B" Basis of Payment.
2. Re-route shipments at no additional cost to DFATD when normal routing is not available or during peak traveling periods for outbound and/or inbound shipments.
3. Upon request, adhere to special routings and use of specific carriers specified by DFATD with respect to individual shipments or provide quotes for particular destinations.
4. Give preference to Canadian air carriers when practical (based on speed, security, economy, and priority); Offeror must be prepared to justify a non-Canadian air carrier within 48 hours in writing upon request.
5. Ensure no limit is placed on the number of items to be shipped to any one destination. Shipments must be kept and shipped together (refer to section 7.0 *Service Failures* of Annex A included herein).

Note: Should an exceptional circumstance occur where the shipment is split for reasons out of the Offeror's control, the Offeror must provide a written report confirming the reasons for which the shipment was split.

6. Prepare a manifest for each shipment of diplomatic mail, which provides information on all the bags, skids, boxes and/or crates included in the shipment.
7. Provide tracking information while shipments are in transit or provide routing recommendations/information, to DFATD, as directed by the Project Authority. Provide an efficient tracing mechanism to locate any delayed or lost shipments. Provide real time information to DFATD and missions as to the whereabouts of shipments and provide new

-
- coordinates and/or provide a written incident report for all lost, damaged or delayed shipments.
8. Provide DFATD, weekly, by electronic means all the pertinent details of shipments including confirmation of arrival at the destination.
 9. Obtain proof of delivery (i.e. Signature) from authorized DFATD personnel for services rendered, and provide weekly invoices to DFATD personnel for auditing and payment. The invoices must not be delayed more than 14 days. Any credits and adjustments must be done within 30 days.
 10. No payment will be disbursed until services are rendered as per section 34 of the Financial Administration Act (FAA).
 11. The Offeror must provide periodic usage reports to the Project Authority.
- a)i) The Offeror must compile and maintain records on its provision of services to the federal government under contracts resulting from the Standing Offer. All data fields of the report must be completed as requested. If some data is not available, the reason must be indicated in the report. If no services are provided during a given period, the Offeror must still provide a "nil" report.
 - a)ii) The data must be submitted on a quarterly basis to the Standing Offer Authority in accordance to the following quarterly reporting periods:
 - (a) 1st quarter: August 1 to October 31
 - (b) 2nd quarter: November 1 to January 31
 - (c) 3rd quarter: February 1 to April 30
 - (d) 4th quarter: May 1 to July 31

The data must be submitted electronically to the Project Authority no later than fifteen (15) calendar days after the end of the reporting period. The quarterly report must contain the following minimum information:

 - (a) Standing Offer number;
 - (b) Quarterly reporting period covered;
 - (c) Call-up number, date issued, dollar value with applicable taxes identified separately;
 - (d) Itemized breakdown of charges by client, as per Basis of Payment schedule;
 - (e) Total amount invoiced quarterly; and,
 - (f) Running total since the issuance of Standing Offer.
- 11.b) Provide DFATD with monthly statistical performance reports no later than 10 calendar days after the end of the month. Reports should be in an electronic spreadsheet format and include at a minimum origin/destination, pick-up, transit and actual delivery times for each shipment.
 12. Provide, upon request, the name of the transportation company(ies), picking up and delivering the shipments as well as the carrier used from origin to each respective destination, as specified in Annex "B" Basis of Payment.
 13. Provide, upon request, by electronic means all the pertinent details of shipments including confirmation of arrival at the destination as well as proof of delivery (contact name and signature).

14. All costs related to the pickup and handling of the cargo, its delivery to the airline(s), the transportation costs, as well as all costs related to tracking, reporting, billing, filling of claims, documentation, computer and hookups, and providing an designated employee and administration of the services provided are included in the rates set out in the Basis of Payment, Annex "B", unless specifically provided elsewhere in the RFSO. The Project Authority is not bound to the lowest rate for shipping, Project Authority reserves the right to choose based on best value.

NOTE: The Offeror must provide guidelines and thresholds for material being charged by any other means than weight (i.e. charges by volume) as requested. The Offeror must obtain pre-approval from Project Authority when out-of-scope shipping requests are received.

3.0 OUTBOUND INTERNATIONAL & US SERVICES (Headquarters to Missions)

The Offeror must:

1. Provide a 24 hour contact number which will provide responses to inquiries within 30 minutes; Statutory Holidays excluded. *NOTE:* The Ontario Family Day in February is not a statutory holiday for the Government of Canada. The office will be open and the work will need to be performed during normal work hours on that day.
2. Ship diplomatic mail contained in bag(s), box(es), crate(s), or skid(s).
3. Pick up the airfreight shipments, on a daily basis for dispatch from Monday to Friday between 7:30 and 16:00 at time and place (presently, 125 Sussex Drive, Ottawa, Ontario) identified as acceptable to DFATD or as otherwise specified by DFATD, within the National Capital Region.

NOTE: Services are not required during Statutory Holidays. The Ontario Family Day in February is not a statutory holiday for the Government of Canada. The office will be open and the work will need to be performed during normal work hours on that day.

NOTE: The Offeror must load the airfreight shipments onto the pickup vehicle with equipment provided by the Offeror.

4. Determine the size of the pickup vehicle, based on the weight/size specifications of shipments; (presently a 5 ton truck or larger is being used); vehicle must be equipped with flat 48" platform hydraulic lift. Offeror to supply a working inventory of usable pallets within 24 hours (certified wood or Fiberglass) as requested by the Project Authority.
5. Label and document the bags, boxes, crates and skids for tracking and identification purposes.. The Air Waybill should clearly be defined as "DIPLOMATIC MAIL" to ensure shipments are in conformance with the regulations set out in Article 27 of the Vienna Convention on Diplomatic Relations
6. Count and sort the shipments, to their respective destinations, at the Offeror's or its agent's warehouse facilities. Ensure manifest accuracy against shipments received. Advise DFATD of any discrepancies.
7. Notify Consignee (Embassy, Consulate, High Commission) prior to shipment arrival either to airport or directly to the missions. For airport shipments, supply Consignee with flight number(s), estimated time of arrival, number and size of pieces and the air waybill number. For door-to-door shipments, supply Consignee with transportation company name, estimated time of arrival, number and size of pieces and the waybill number. Provide e-copies of shipment delivery documentation, upon request.

NOTE: Waybills must clearly indicate if the delivery is door-to-airport or door-to-door.

8. Ensure shipments are delivered to destination airports or door-to-door as directed by the Project Authority) between twenty-four (24) and ninety-six (96) hours of the Offeror taking possession of the shipment, in accordance with the "Guaranteed Transit Times" indicated in Annex "B". Any shipment errors made by the Offeror must be resolved within 48 hours. Any additional cost incurred to re-address shipments will be paid by the Offeror. DFATD must be advised in writing immediately of any delays/errors/damages in shipments.
9. Accommodate requests from DFATD for the provision of exceptional services for extremely urgent shipments by making special arrangements for the pickup and/or delivery, at the destination airport or door-to-door where possible as directed by the Project Authority.
10. Be able to be reached and provide assistance for extremely urgent shipments that are required after normal business hours and on the weekends.
11. Have the capability to crate goods on an "as requested basis." Costs for crating services are to be negotiated and approved at the time the service is requested.
12. Prepare all required documentation, including waybills for each individual shipment/mission, and schedule all shipments daily to serve over 150 Canadian Missions worldwide.
13. Not consolidate Diplomatic mail shipments with any other shipments unless authorized by the Project Authority.
14. Have the capability to handle approximately 500,000 kilograms of diplomatic mail annually.
15. Provide Door-to-Door shipments to missions identified in Annex E- Missions Addresses. Estimated requirement for door-to-door shipments up to 5 bags (up to 50 kg) to each mission listed in Annex E as identified by the Project Authority. The Project Authority reserves the right to employ this shipping method on a regular basis to meet operational requirements.

4.0 US - TRANSBORDER SPECIFIC SERVICES (Headquarters to Missions)

The Offeror must:

1. Provide all shipments on a door-to-door basis, with custom clearing of shipments on behalf of DFATD (See Annex E- Missions Addresses). The "Guaranteed Transit Time" for door-to-door shipments in the U.S. is two (2) calendar days.
2. Coordinate with missions for on-site delivery for large items directly to floors in cases where the mission is situated within a building complex (high rise) at the cost of the Offeror.

5.0 INCOMING DIPLOMATIC MAIL (Missions to Headquarters)

The Offeror must:

1. Provide a 24 hour contact number for Canada's Mission contacts to perform call-ups and enquiries about the return of the diplomatic mail from Canada's Missions abroad to Headquarters.
2. Ship diplomatic mail contained in bag(s), box(es), crate(s), or skid(s).
3. Pick up the airfreight shipments, following a call-up from a Mission client at a time and place that has been identified as acceptable by the DFATD Mission client performing the call-up.

4. Ensure the labelling and documenting of the bags, boxes, crates and skids for tracking and identification purposes and ensure manifest accuracy against shipment received from client. Advise DFATD Headquarters and client performing the call-up of any discrepancies immediately.
5. Promptly notify Consignee (DFATD-MAECD) of shipment arrival to Headquarters. Supply Consignee with flight number(s), transportation company, estimated time of arrival, number and size of pieces and the air waybill number. Provide e-copies of shipment delivery documentation, upon request.
6. Customs clear all inbound diplomatic bag(s), box(es), crate(s) consigned to DFATD-MAECD upon arrival at Ottawa (MacDonald-Cartier), Montreal (Dorval-Trudeau), and Toronto (Pearson). The average daily pick-up in 2014/2015 was 26 bags/boxes/crates with an average weight of 30 kg per bag/box/crate.
7. Pay all handling fees and surcharges related to each waybill regardless of airline(s) on behalf of DFATD. Count and sort shipments, at the Offeror's (or its agent's) warehouse facilities to ensure waybill accuracy. The Project Authority will only be attributed one charge for the pickup and delivery of the diplomatic bag(s), box(es), crate(s) to DFATD-MAECD from warehouse facilities notwithstanding the number of warehouse facilities from which pickups are required.
8. Deliver diplomatic bag(s), box(es), crate(s) to DFATD-MAECD on a daily basis, including all original documentation (i.e. AWB); including a delivery manifest outlining all shipments delivered (see Annex "F")
9. Immediately notify DFATD's Project Authority of any damaged or lost bag(s), box(es), crate(s). Provide a detailed electronic written report within 24hrs and digital picture if possible.
10. All costs related to the pickup and handling of the cargo, its delivery to the airline(s), the transportation costs, as well as all costs related to tracking, reporting, billing, filing of claims, documentation, and administration of the services provided are included in the rates set out in the Basis of Payment, Annex "B", unless specifically provided elsewhere in the RFSO. The Project Authority is not bound to the lowest rate for shipping, Project Authority reserves the right to choose based on best value.

6.0 PERSONNEL

The Offeror must:

1. Provide a Project Manager who will coordinate the implementation, the management, and oversee all statement of work activities. The Project Manager will be responsible for all work and administration activities of the designated employee. The designated employee will be the main point of contact for discrepancies.
2. The designated employee must be available, at the effective commencement date of any resulting Standing Offer and for the entire period of the Standing Offer (including options if exercised).
3. Provide equipment for the designated employee. The Offeror must install its own computer and all necessary hookups, at its own expense.
4. The Project Manager must meet with the Project Authority as requested by the Project Authority on a quarterly basis. The discussion points from the quarterly meetings will be recorded.

6.1 DESIGNATED EMPLOYEE

The designated employee must:

1. Report to the Project Authority and have the authority to correct, revise or action any requirement as they occur including billing issues.
2. Advise DFATD of any limitations regarding dimensions and/or weight of diplomatic shipments via air carriers used to destinations specified in Annex "B." Provide alternatives routings or options to ship material to final destination. Any costs, in excess of the prices in Annex "B" to address the limitations regarding dimensions and/or weight must be approved by the Project Authority prior to the service being rendered (as identified in section 2.0 *General Requirements, subsection 14* of Annex A included herein)..
3. Re-direct any communications received directly by missions (if any) to the DFATD representative as instructed by the Project Authority.

7.0 SERVICE FAILURES

1. Any failures by the Offeror to meet the specific requirements as indicated in Part 7 – Standing Offer and Resulting Contract Clauses and Part B – Resulting Contract Clauses and List of Annexes; herein is defined as failures
2. The Standing Offeror or the Project Authority's course of action as a result of the unsatisfactory service(s) depends on the severity of the service failure, and include:
 - (a) Deliveries beyond the "Guaranteed Transit Times"
 - (b) Lost diplomatic bag(s) or deliveries on or beyond the 15th day after pickup from origin
 - (c) Split shipments
 - (d) Late reporting exercises
3. These courses of action are:

(a) Deliveries beyond the "Guaranteed Transit Times"

(i) When deliveries beyond the "Guaranteed Transit Times" occur the Offeror is not providing 100% of the Standing Offer contracted services, therefore, the Offeror shall credit a percentage of the cost of the shipment

(ii) The Project Authority would prefer to have the service failure corrected, rather than imposing a fee. As such, should there be a service failure occurrence and the opportunity exists that the Offeror is in a position to make correction to resolve the issue, then the Offeror may correct it. If the service failure is not corrected, or is repeated, it shall be considered as an official entry on a report on the Offeror's file.

(b) Lost diplomatic bag(s) or deliveries on or beyond the 15th day after pickup from origin

(i) DFATD-MAECD considers a delivery that occurs on or after the 15th day beyond the "Guaranteed Transit Times" a loss of diplomatic bag(s)

(ii) When deliveries occur on or after the 15th day beyond the "Guaranteed Transit Times", the Offeror is not providing 100% of the Standing Offer services, therefore, the Offeror shall credit a percentage of the cost of the total shipment or \$350.00 per diplomatic lost, whichever is greater

(iii) The Project Authority would prefer to have the service failure corrected, rather than imposing a fee. As such, should there be a service failure occurrence and the opportunity exists that the Offeror is in a position to make correction to resolve the issue, then the Offeror may correct it. If the service failure is not corrected, or is repeated, it shall be considered as an official entry on a report on the Offeror's file.

(c) Split shipments

(i) DFATD-MAECD considers a delivery that occurs on or after the 15th day beyond the "Guaranteed Transit Times" a loss of diplomatic bag(s)

(ii) When deliveries are split into separate shipment and/or do not arrive at destination airport or to door, the Offeror will be subject to a service failure

(iii) The Project Authority would prefer to have the service failure corrected, rather than imposing a fee. As such, should there be a service failure occurrence and the opportunity exists that the Offeror is in a position to make correction to resolve the issue, then the Offeror may correct it. If the service failure is not corrected, or is repeated, it shall be considered as an official entry on a report on the Offeror's file.

(d) Late reporting exercises

(i) The required reports are identified in subsections 8, 9 and 10 of the *2.0 General Requirements* section of Annex A – Statement of Work.

(ii) Upon failure to meet to service standards identified in subsections 8, 9 and 10 of the *2.0 General Requirements* section of Annex A – Statement of Work, the Offeror will be subject to a service failure.

(iii) The Project Authority would prefer to have the service failure corrected, rather than imposing a fee. As such, should there be a service failure occurrence and the opportunity exists that the Offeror is in a position to make correction to resolve the issue, then the Offeror may correct it. If the service failure is not corrected, or is repeated, it shall be considered as an official entry on a report on the Offeror's file.

Table – Service Failures

SO Part 7.0	Service Failure	Comments
3.(a)i	Failure to deliver diplomatic bags within the "Guaranteed Transit Times" up to and including the eighth (8 th) day after pickup from origin	The Offeror will be subject to a 10% fee on the total shipment cost
3.(a)i	Failure to deliver diplomatic bags between the ninth (9 th) and fourteenth (14 th) day after pickup from origin	The Offeror will be subject to a 20% fee on the total shipment cost
3.(b)ii	Failure to deliver diplomatic bags within the "Guaranteed Transit Times" where deliveries occur on or after the 15 th day after pickup from origin	The Offeror will be subject to a 20% fee on the total shipment cost or \$350.00 per diplomatic bag, whichever is greater. Should the full shipment not be delivered on or after the fifteenth (15 th) day after pickup from origin, DFATD will be exempt from paying any cost associated to that specific shipment and a cheque

		<p>to the Receiver General of Canada must be sent to Distribution Services at 125 Sussex Drive, Ottawa, ON, K1A 0G2 for \$350.00 per diplomatic bag lost/not delivered.</p> <p><i>Note:</i> Should the diplomatic bags be located/delivered after the service failure fee has been applied, the Offeror is still responsible to deliver the diplomatic bags to their end destination at no cost to the Crown.</p>
3.(c)ii	Failure to keep and ship diplomatic mail bags to any destination together as one shipment	The Offeror will receive up to three (3) service failure reports from the Project Authority on split shipment deliveries. Upon the fourth (4 th) service failure, the Offeror will be subject to a \$100.00 fee and will receive an official entry on a report on the Offeror's file
3.(d)ii	Failure to provide reports and/or invoices within the established deadlines	The Offeror will receive up to three (3) service failure reports from the Project Authority. Upon the fourth (4 th) service failure, the Offeror will be subject to a \$100.00 fee and will receive an official entry on a report on the Offeror's file

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ANNEX "B"

BASIS OF PAYMENT

(See attachment)

ANNEX "C"

INSURANCE REQUIREMENTS

1. Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

2. The Commercial General Liability policy must include the following:

(a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

(b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

(c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

(d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

(f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(g) Employees and, if applicable, Volunteers must be included as Additional Insured.

(h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

(i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(j) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

(m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

(n) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.

(o) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgment of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

2. All Risk in Transit Insurance

1. The Contractor must obtain on the Government's Property, and maintain in force throughout the duration of the Contract, All Risk Property in Transit insurance coverage for all applicable conveyances while under its care, custody or control, in an amount of not less than \$250.00 per diplomatic bag/box/crate. Government Property must be insured on replacement cost basis.

2. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor investigate and document losses of or damage to ensure that claims are properly made and paid.

3. The All Risk Property in Transit insurance must include the following:

(a) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority at least thirty (30) days written notice of any policy cancellation.

(b) Loss Payee: Canada as its interest appears or as it may direct.

(c) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by Department of Foreign Affairs and International Trade Canada and Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

3. Errors and Omissions Liability Insurance

1. The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defense costs.

2. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

3. The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of cancellation.

ANNEX "D "

HISTORICAL INFORMATION

2013-2014 Unclassified Outgoing Stats

Mission	Less than 45kg	Between 45kg & 99kg	Between 100kg & 299kg	300kg & more
Abidjan, Ivory Coast	46	4	3	1
Abu Dhabi, United Arab Emirates	35	7	9	2
Abuja, Nigeria	37	15	3	2
Accra, Ghana	27	20	6	1
Addis Ababa, Ethiopia	35	15	4	1
Algiers, Algeria	34	11	7	2
Amman, Jordan	23	23	4	2
Ankara, Turkey	26	27	13	0
Astana, Kazakhstan	43	3	2	0
Athens, Greece	38	12	3	1
Atlanta, Georgia, United States of America	40	2	4	0
Bamako, Mali	42	9	2	0
Bandar Seri Begawan, Brunei Darussalam	37	2	0	0
Bangkok, Thailand	32	13	10	2
Beijing, China	5	26	20	2
Beirut, Lebanon	27	20	13	3
Belgrade, Serbia	50	3	1	0
Berlin, Germany	42	6	5	1
Bern, Switzerland	46	5	1	1
Bogota, Colombia	28	9	17	1
Boston, Massachusetts, United States of America	49	2	1	0
Brasilia, Brazil	46	4	2	0
Bridgetown, Barbados	41	11	3	1
Brussels, Belgium	1	0	2	1
Brussels-European Union, Belgium	2	0	0	1
Brussels-nato, Belgium	40	9	5	1
Bucharest, Romania	44	6	2	1
Budapest, Hungary	50	2	1	0
Buenos Aires, Argentina	42	10	1	1

Cairo, Egypt	25	15	13	1
Canberra, Australia	49	2	4	0
Caracas, Venezuela	28	17	9	0
Chandigarh, India	20	5	4	1
Chicago, Illinois, United States of America	45	3	2	0
Chongqing, China	35	4	0	0
Colombo, Sri Lanka	39	14	3	1
Copenhagen, Denmark	49	2	2	0
Dakar, Senegal	20	26	7	1
Dallas, Texas, United States of America	47	2	2	0
Dar-es-Salaam, Tanzania	36	12	5	1
Denver, Colorado, United States of America	48	1	0	0
Detroit, Michigan, United States of America	43	1	2	1
Dhaka, Bangladesh	39	9	7	3
Doha, Qatar	14	0	0	0
Dubai, United Arab Emirates	43	7	3	0
Dublin, Ireland	46	3	2	0
Düsseldorf, Germany	23	1	1	3
Geneva, Switzerland	44	6	3	0
Georgetown, Guyana	44	7	3	1
Guangzhou, China	44	6	0	0
Guatemala City, Guatemala	44	5	4	0
Hanoi, Vietnam	41	9	1	1
Harare, Zimbabwe	46	2	2	0
Havana, Cuba	21	20	15	0
Helsinki, Finland	42	1	1	0
Ho Chi Minh, Vietnam	45	3	4	1
Hong Kong, China	23	14	16	7
Islamabad, Pakistan	30	18	13	0
Istanbul, Turkey	30	18	13	0
Jakarta, Indonesia	36	15	6	2
Kabul, Afghanistan	30	15	7	6
Khartoum, Sudan	45	4	2	0

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Kigali, Rwanda	26	1	0	0
Kingston, Jamaica	27	18	7	2
Kinshasa, Democratic Republic of Congo	45	4	6	0
Kuala Lumpur, Malaysia	39	10	4	1
Kuwait City, Kuwait	44	7	3	0
Kyiv, Ukraine	43	10	2	1
La Paz, Bolivia	43	2	0	0
Lagos, Nigeria	42	3	6	0
Lima, Peru	32	15	6	2
Lisbon, Portugal	48	4	2	0
London, United Kingdom	21	17	15	6
Los Angeles, California, United States of America	42	5	6	0
Lusaka, Zambia	46	1	1	0
Madrid, Spain	39	8	3	1
Managua, Nicaragua	32	2	0	0
Manila, Philippines	21	18	15	6
Maputo, Mozambique	43	4	6	0
Mexico City, Mexico	9	21	47	2
Miami, Florida, United States of America	49	3	2	0
Minneapolis, Minnesota, United States of America	44	0	1	0
Montevideo, Uruguay	39	4	0	0
Moscow, Russia	14	29	11	2
Mumbai, India	47	2	3	0
Munich, Germany	14	0	0	0
Nairobi, Kenya	8	18	22	8
New Delhi, India	14	16	34	4
New York- CNGNY, New York, United States of America	49	1	2	2
New York- PRMNY, New York, United States of America	47	1	1	0
Oslo, Norway	47	4	1	1
Ouagadougou, Burkina-Faso	44	8	1	1
Panama City, Panama	42	6	2	1
Paris, France	25	16	13	4

Paris-Organization for Economic Co-operation and Development , France	0	0	0	1
Port au Prince, Haiti	32	12	10	3
Port of Spain, Trinidad & Tobago	29	20	8	1
Prague, Czech Republic	40	3	4	2
Pretoria, South Africa	33	13	9	1
Quito, Ecuador	40	8	4	0
Rabat, Morocco	31	18	5	3
Reykjavik, Iceland	28	19	5	3
Riga, Latvia	42	4	0	0
Rio de Janeiro, Brazil	2	0	0	0
Riyadh, Saudi Arabia	33	12	5	2
Rome, Italy	28	19	5	3
San Diego, California, United States of America	17	1	0	0
San Francisco, California, United States of America	42	8	1	0
San José, Costa Rica	42	9	2	0
San Salvador, El Salvador	47	2	1	0
Santiago, Chile	38	15	3	1
Santo Domingo, Dominican Republic	39	9	5	1
Sao Paulo, Brazil	22	18	9	2
Seattle, Washington, United States of America	43	3	2	0
Seoul, Korea	29	12	7	5
Shanghai, China	26	21	8	0
Singapore, Singapore	41	7	6	2
Stockholm, Sweden	42	5	1	0
Sydney, Australia	43	5	2	1
Taipei, Taiwan	38	10	4	1
Tegucigalpa, Honduras	41	7	0	0
Tel Aviv, Israel	19	21	12	2
The Hague, Netherlands	49	3	3	1
Tokyo, Japan	24	12	13	8
Tripoli, Libya	45	7	2	0

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Tunis, Tunisia	36	11	6	0
Ulaanbaatar, Mongolia	39	3	1	0
Vienna, Austria	46	6	2	2
Warsaw, Poland	38	11	3	2
Washington, D.C., United States of America	35	12	5	5
Wellington, New Zealand	45	1	1	1
Yangon, Burma	22	1	0	0
Yaoundé, Cameroon	42	7	3	0
Zagreb, Croatia	44	2	1	0
Total	4719	1158	680	155

Average pick up

	Total Bags	Total Weight
April	1620	27495
May	1620	42792
June	1647	18975
July	2032	28574
August	1515	25862
September	1607	18420
October	2074	23368
November	1922	28525
December	1569	17200
January	1923	23050
February	1805	25693
March	2117	33804
TOTAL	21451	313758

251 working days

Average weight per bag 15
Average bags per pick-up 85

ANNEX "E"

MISSION DESTINATIONS

Mission	Mission Name	Address1	Address2	City	Country
ABDBI	THE CANADIAN EMBASSY	ABU DHABI MALL,	WEST TOWER 9TH FLOOR	ABU DHABI UAE	UNITED ARAB EMIRATES
ABDJN	THE CANADIAN EMBASSY IMMEUBLES TRADE CENTRE	23 NOGUES AVENUE	LE PLATEAU	ABIDJAN	CI
ABUJA	THE CANADIAN HIGH COMMISSION	15-A BOBO STREET, MAITAMA		ABUJA	NIGERIA
ACCRA	THE CANADIAN HIGH COMMISSION	42 INDEPENDENCE AVENUE	P.O. BOX 1639	ACCRA	GHANA
ADDIS	THE CANADIAN EMBASSY	OLD AIRPORT AREA, WEREDA 23, K	HOUSE NO. 122 P.O. BOX 1130	ADDIS ABABA	ETHIOPIA
ALGER	THE CANADIAN EMBASSY	18 MUSTHAPHA KHALEF STREET,	BEN A KNOUN, P.O. BOX 464, ALGER-GARE	ALGIERS	ALGERIA
AMMAN	THE CANADIAN EMBASSY	133, Zahran Street	PO Box 815403 Amman 11180	AMMAN	JORDAN
ANKRA	THE CANADIAN EMBASSY	CINNAH CADESSI 58,	CANKAYA	ANKARA	TURKEY
ASTNA	THE CANADIAN EMBASSY	13-1 KABANBAY BATYR STREET	ASTANA, KAZAKHSTAN, 010000	ASTANA	KAZAKHSTAN
ATHNS	THE CANADIAN EMBASSY	48 Ethnikis Antistaseos Street	Chaladri, 152 31	ATHENS	GREECE
ATNTA	THE CANADIAN CONSULATE GENERAL	1175 PEACHTREE STREET NE,	100 COLONY SQUARE, SUITE 1700	ATLANTA	UNITED STATES
BAGLR	CANADIAN TRADE OFFICE	401 WORLD TRADE CENTER	BRIGADE GATEWAY CAMPUS, YESHWANTPUR 560055	BANGALORE	INDIA
BAIRS	THE CANADIAN EMBASSY	TAGLE 2828, (C1425EEH)	CASILLA DE CORREO 1598	BUENOS AIRES	ARGENTINA

BALI	APEC Summit in Bali	Le Meridien Bali Jimbaran	Jalan Bukit Permai, Jimbaran	Bali 80361	Indonesia
BDGTN	THE CANADIAN HIGH COMMISSION	BISHOPS COURT HILL, ST-MICHAEL		BRIDGETOWN	BARBADOS
BEIJING	THE CANADIAN EMBASSY	19 DONG ZHI MEN WAI STREET, CH	DISTRICT, PEOPLE'S REPUBLIC OF CHINA	BEIJING	CHINA
BERN	THE CANADIAN EMBASSY	KIRCHNFELDSTRASSE 88, CH-3005	P.O. BOX 3000	BERN	SWITZERLAND
BERUT	THE CANADIAN EMBASSY	43 JAL-EL-DIB HIGHWAY, 1ST FLO	COOLRITE BUILDING, JAL-EL-DIB P.O. BOX 60163	BERUIT	LEBANON
BFALO	THE CANADIAN CONSULATE GENERAL	1 HSBC CENTER, 30TH FLOOR	SUITE 3000	BUFFALO	UNITED STATES
BGOTA	THE CANADIAN EMBASSY	CARRERA 7, NO. 1 15-33, PISO 1	APARTADO AEREO 110067	BOGOTA	COLOMBIA
BGRAD	THE CANDIAN EMBASSY	KNEZA MILOSA 75	11000 BELGRADE	BELGRADE	SERBIA
BMAKO	THE CANADIAN EMBASSY	ROUTE DE KOULIKORO, IMMEUBLES	SÉMÉGA P.O. BOX 198	BAMAKO	MALI
BNATO	CANADIAN JOINT DELEGATION TO THE NORTH ATLANTIC CO	LÉOPOLD III BOULEVARD		BRUSSELS-NATO	BELGIUM
BNGKK	THE CANADIAN EMBASSY	990 RAMA IV ROAD, ABDULRAHIM P	15TH FLOOR, BANGRAK	BANGKOK	THAILAND
BOSTN	THE CANADIAN CONSULATE GENERAL OF CANADA	3 COPLEY PLACE, SUITE 400		BOSTON	UNITED STATES
BPEST	THE CANADIAN EMBASSY	GANZ UTCA, 12-14, 1025		BUDAPEST	HUNGARY
BREU	CANADIAN MISSION TO THE EUROPI	EAN UNION	AVENUE DE Tervuren, 2, B-1040 BRUXELS	BRUSSELS-REU	BELGIUM

BRLIN	THE CANADIAN EMBASSY	LEIPZIGER PLATZ 17	10117 BERLIN	BERLIN	GERMANY
BRSLA	THE CANADIAN EMBASSY	SES AVENIDA DAS NACOES, QUADRA	LOTE16 C.P. 341	BRASILIA	BRAZIL
BRU	THE CANADIAN EMBASSY	2 Tervuren Avenue		BRUSSELS	BELGIUM
BSBGN	THE CANADIAN HIGH COMMISSION	5TH FLOOR, JALAN MCARTHUR BLDG	JALAN MCATHUR, BANDAR SERI BEGAWAN	BANDAR SERI BEGAWAN	BRUNEI
BU CST	THE CANADIAN EMBASSY	1-3 TUBEROZELOR ST. , SECTOR 1		BUCHAREST	ROMANIA
CAIRO	THE CANADIAN EMBASSY		26 KAMEL EL-SHENAWI GARDEN CITY, CAIRO	CAIRO	EGYPT
CALI	THE CANADIAN EMBASSY	AVENIDA COLOMBIA NO 272		CALI	COLUMBIA
CHADG	THE CONSULAT OF CANADA	SCO NO.54-55-56 SECTOR 17-A	NEAR JAGAT CINEMA	CHANDIGARH	INDIA
CHCGO	THE CONSULATE GENERAL OF CANADA	TWO PRUDENTIAL PLAZA	SUITE 2400 180 NORTH STETSON AVENUE	CHICAGO	UNITED STATES
CHONQ	THE CONSULATE GENERAL OF CANADA	METROPOLITAIN TOWER,	SUITE 1705, WU YI ROAD, YU ZHONG DISTRICT	CHONGQUING	CHINA
CLMBO	THE CANADIAN HIGH COMMISSION	33A, 5TH LANE	COLPETTY	COLOMBO	SRI LANKA
CNBRA	THE CANADIAN HIGH COMMISSION	COMMONWEALTH AVENUE		CANBERRA	AUSTRALIA
CNGNY	THE CANADIAN CONSULATE GENERAL	1251 AVENUE OF THE AMERICAS		NEW YORK-CNGNY	UNITED STATES
COPEN	THE CANADIAN EMBASSY	KR. BERNIKOWSGADE 1, DK 1105		COPENHAGEN	DENMARK
CRCAS	THE CANADIAN EMBASSY	AVENIDA FRANCISCO DE MIRANDA CON	AVENIDA SUR ALTANIRA	CARACAS 1060A	VENEZUELA
DAKAR	THE CANADIAN EMBASSY	RUE GATTIENI X BRIERE DE	L'ISLE, P.O. BOX 3373	DAKAR	SENEGAL

DALAS	THE CANADIAN CONSULATE GENERAL	500 N AKARD , STE 2900	75201	DALLAS	UNITED STATES
DDORF	THE CONSULATE OF CANADA	BENRATHER STRASSE 8		DUSSELDORF	GERMANY
DELHI	THE CANADIAN HIGH COMMISSION	7/8 SHANTIPATH, CHANKYAPURI		NEW DELHI	INDIA
DENVR	CANADIAN CONSULATE	DENVER WORLD TRADE CENTER	1625 BROADWAY, SUITE 2600	DENVER, CO	UNITED STATES
DHAKA	THE CANADAIN HIGH COMMISSION	UNITED NATIONS RD.	BARIDHARA	DHAKA	BANGLADESH
DMCUS	THE CANADIAN EMBASSY	LOT 12 AUTOSTRAD MEZZAH		DAMASCUS	SYRIA
DOHA	EMBASSY OF CANADA	30TH FLOOR	CORNER OF MAJLIS AL TAAWOON ST AND FUNDUQ ST	DOHA	QATAR
DSLAM	THE CANADIAN HIGH COMMISSION	38 MIRAMBO STREET / GARDEN AVE		DAR ES SALAAM	TANZANIA
DTROT	THE ONSULATE GENERAL OF CANADA	600 RENNAISSANCE CENTER, SUITE	SUITE 1100	DETROIT	UNITED STATES
DUBAI	CANADIAN CONSULATE IN DUBAI	JUMA AL MAJID BUILDING, STE708	KHALID IBN AL WALEED ST.	DUBAI	UNITED ARAB EMIRATES
DUBLN	THE CANADIAN EMBASSY	7-8 WILTON TERRACE		DUBLIN 2	IRELAND, REPUBLIC OF
GANZU	THE CONSULATE OF CANADA	CHINA HOTEL OFFICE TOWER, SUIT	510015	GUANGZHOU	CHINA
GENEV	PERMANENT MISSION OF CANADA TO THE OFFICE OF THE U	5 AVENUE DE L'ARIANA, 1202		GENEVA	SWITZERLAND

GJARA	CONSULATE DU CANADA GJARA	WORLD TRADE CENTER AV. MARIANO OTERO #1249	PISO 8, TORRE PACÍFICO COL. RINCONADA DEL BOSQUE	44530 GUADALAJARA , JALISCO	MEXICO
GRGTN	THE CANADIAN HIGH COMMISSION	HIGH AND YOUNG STREETS	P.O. BOX 10880	GEORGETOWN	GUYANA, BRITISH
GTMLA	THE CANADIAN EMBASSY	13 CALLE B-44, ZONA 10	GUATEMALA CITY	GUATEMALA	GUATEMALA
GUAM	GUAM - SHERATON LAGUNA GUAM RESORT	470 FAHRENHOLT AVE.	TAMUNING, 96913	TAMUNING	GUAM
HAGUE	THE CANADIAN EMBASSY	SOPHIALAAN 7, 2514 JP		HAGUE	NETHERLANDS
HANOI	THE CANADIAN EMBASSY	31 HUNG VUONG STREET		HANOI	VIETNAM
HAVAN	THE CANADIAN EMBASSY	CALLE 30, NO. 518 ESQUINA A7A,		HAVANA	CUBA
HKONG	THE CONSULATE GENERAL OF CANADA	8TH FLOOR	25 WESTLANDS ROAD, QUARRY BAY	HONG KONG	CHINA
HOCHI	THE CONSULATE GENERAL OF CANADA	METROPOLITAIN BUILDING	235 DONG KHOI STREET, SUITE 1002 DISTRICT 1	HO CHI MINH CITY	VIETNAM
HRARE	EMBASSY OF CANADA	45 BAINES AVENUE		HARARE , ZIMBABWE	ZIMBABWE
HSNKI	THE CANADIAN EMBASSY	POHJOISESPLANADI 25B		HELSINKI	FINLAND
ISBAD	THE CANADIAN HIGH COMMISSION	DIPLOMATIC ENCLAVE, SECTOR G-5	P.O. BOX 1042	ISLAMABAD	PAKISTAN
ISTBL	CONSULATE OF CANADA	209 BUYUKDERE CADDESİ, TEKFEN TOWER - 16TH FLOOR, LEVENT 4	34394	ISTANBUL	TURKEY
JKRTA	EMBASSY OF CANADA IN INDONESIA	WORLD TRADE CENTRE I, 6TH FLOOR	JALAN JEND. SUDIRMAN KAV. 29-31	JAKARTA 12920	INDONESIA

JUBA	Embassy of Canada	Former JDO Compound, Opposite New Sudan Palace Hotel,	Airport Avenue	Juba	South Sudan
KABUL	EMBASSY OF CANADA	HOUSE 256, STREET 15	WAZIR-AKHBAR-KHAN	KABUL	AFGHANISTAN
KGALI	THE OFFICE OF THE CANADIAN EMBASSY	RUE AKAGERA		KIGALI	RWANDA
KHRTM	THE CANADIAN EMBASSY		29 AFRICA RD., BLOCK 56	KHARTOUM 1	SUDAN
KLMPR	THE CANADIAN HIGH COMMISSION	MENARA TAN & TAN, 17TH FLOOR	207 JALAN TUN RAZAK	KUALA LUMPUR	MALAYSIA
KNGTN	THE CANADIAN HIGH COMMISSION	3 WEST KINGS HOUSE RD.	P.O. BOX 1500,	KINGSTON 10	JAMAICA
KNSHA	THE CANADIAN EMBASSY	17 AVENUE PUMBU, COMMUNE DE LA	KINSHASA, DEMOCRATIC REPUBLIC OF CONGO	KINSHASA	CONGO, THE DEM. REP. OF
KTMDU	CONSULATE OF CANADA	47 LAL DURBAR MARG		KATHMANDU	NEPAL
KWAIT	THE CANADIAN EMBASSY	VILLA 24, BLOCK 4, 24	AL-MUTAWAKET ST, DA'AIYAH, KUWAIT CITY STATE OF KUWAIT	KUWAIT CITY	KUWAIT
KYIV	THE CANADIAN EMBASSY	13A KOSTELNA STREET	1901	KYIV	UKRAINE
LAGOS	THE CANADIAN HIGH COMMISSION	4 ANIFOWOSHE STREET,	VICTORIA ISLAND	LAGOS	NIGERIA
LAPAZ	THE CONSULATE OF CANADA	CALLE VICTOR SANJINEZ, NO. 267	EDIFICIO BARCELONA, 2ND FLOOR PLAZA ESPANA (SOPOCACHI)	LA PAZ	BOLIVIA
LDN	THE CANADIAN HIGH COMMISSION	MACDONALD HOUSE,	1 GROSVENOR SQUARE	LONDON	UK

LIMA	THE CANADIAN EMBASSY	228 BOLOGNESI, MIRAFLORES		LIMA	PERU
LNGLS	THE CONSULATE OF CANADA	550 SOUTH HOPE STREET	9 TH FLOOR	LOS ANGELES	UNITED STATES
LSAKA	THE HIGH COMMISSION OF CANADA	5199 UNITED NATIONS AVE		LUSAKA	ZAMBIA
LSBON	THE CANADIAN EMBASSY	AVENIDA DE LIBERDADE, 196-200	1269-121 LISBON PORTUGAL 3RD FLOOR	LISBON	PORTUGAL
MANIL	THE CANADIAN EMBASSY	LVLS 6 TO 8 RBC PLAZA TOWER 2	6819 AYALA AVENUE 1200 MAKATI CITY	MANILA	PHILIPPINES
MDRID	THE CANADIAN EMBASSY	PASEO DE LA CASTELLANA 259D		MADRID	SPAIN
MIAMI	THE CONSULATE OF CANADA	200 SOUTH BISCAYNE BOULEVARD	SUITE 1600	MIAMI	UNITED STATES
MMBAI	THE CONSULATE OF CANADA	INDIABULLS FINANCE CENTRE, TOWER 2 / 21ST FLOOR	SENAPATI BAPAT MARG, ELPHINSTONE ROAD WEST 400 013	MUMBAI	INDIA
MNGUA	THE CANADIAN EMBASSY	COSTADO ORIENTAL DE LA CASA	NAZARETH UNE QUADRA ARRIBA, CALLE EL NAGAL	MANAGUA	NICARAGUA
MNPLS	THE CONSULATE GENERAL OF CANADA	701 FOURTH AVENUE SOUTH		MINNEAPOLIS	UNITED STATES
MOSCO	THE CANADIAN EMBASSY	23 STAROKONYUSHEN NY PEREULOK		MOSCOW	RUSSIA
MPUTO	THE CANADIAN HIGH COMMISSION	AVENIDA KENNETH KAUNDA #1138		MAPUTO	MOZAMBIQUE
MUNIC	THE CONSULATE OF CANADA	29 TAL		MUNICH	GERMANY
MVDEO	THE CANADIAN EMBASSY	PLAZA INDEPENDENCIA 749,	SUITE 102, C.P. 11100	MONTEVIDEO	URUGUAY

MXICO	THE CANADIAN EMBASSY	CALLE SCHILLER, NO. 529,	COLONIA BOSQUE DE CHAPULTEPEC POLANCO	MEXICO D.F.	MEXICO
NGOYA	THE CONSULATE OF CANADA	NAKATO MARUNOUCHI BUILDING, 6T	3-17-6 MARUNOUCHI, NAKA-KU, NAKA-KU NAGOYA-SHI, AICHI	NAGOYA	JAPAN
NIAMY	THE OFFICE OF THE CANADIAN EMBASSY	MALI BERO BOULEVARD		NIAMEY	NIGER
NROBI	THE CANADIAN HIGH COMMISSION	LIMURU ROAD	GIGIRI 1013, 00621	NAIROBI	KENYA
OSLO	THE CANADIAN EMBASSY	WERGELANDSVEIEN 7		OSLO	NORWAY
OUAGA	THE CANADIAN EMBASSY	RUE AGOSTINO NETO	P.O. BOX 548	OUAGADOUG OU	BURKINA FASO
PANAM	THE CANADIAN EMBASSY	TORRES DE LAS AMERICAS	TORRE A, PISO 11	PANAMA	PANAMA
PARIS	THE CANADIAN EMBASSY	35-37 AVENUE MONTAIGNE		PARIS	FRANCE
PCANA	EMBASSY OF CANADA IN PUNTA CANA	CARRETERA VERÓN-BÁVARO KM 2.5	AMSTAR BUSINESS CENTER SUITE 521	HIGUEY, LA ALTAGRACIA	REPÚBLICA DOMINICANA
POECD	PERMANENT DELEGATION OF CANADA TO THE OECD	15, RUE DE FRANQUEVILLE		PARIS-OECD	FRANCE
PRET	THE CANADIAN HIGH COMMISSION	1103 ARCADIA STREET HATFIELD	28	PRETORIA	SOUTH AFRICA
PRGUE	THE CANADIAN EMBASSY	Ve Struhach 95/2	CZECH REPUBLIC	160 000 PRAGUE 6	CZECH REPUBLIC
PRMNY	PERMANENT MISSION OF CANADA TO THE UNITED NATIONS	ONE DAG HAMMARSKJOLD PLAZA,	885 SECOND AVENUE, 14TH FLOOR	NEW YORK-PRMNY	UNITED STATES
PRNCE	AMBASSADE DU CANADA	ROUTE DE DELMAS #75 ET 71		PORT-AU-PRINCE	HAITI

PSPAN	THE CANADIAN HIGH COMMISSION	MAPLE HOUSE, 3-3A SWEET BRIAR	ROAD, ST-CLAIR	PORT OF SPAIN	TRINIDAD AND TOBAGO
QGDAO				QINGDAO	CHINA
QUITO	THE CANADIAN EMBASSY	AV AMAZONAS N37-29 Y UNION NACIONAL DE PERIODISTAS	EDIFICIO EUROCENRO 3 PISO CASILLA 17-11-6512	QUITO	ECUADOR
RABAT	THE CANADIAN EMBASSY	66 Avenue Mehdi Ben Barka	Rabat Souissi	RABAT	MOROCCO
RIGA	CANADIAN EMBASSY	BAZNICAS STREET 20/22	6TH, FLOOR	RIGA	LATVIA
RIO	CONSULATE GENERAL OF CANADA IN RIO DE JANEIRO	AV. ATLÂNTICA, 1130 - 5º ANDAR	ATLÂNTICA BUSINESS CENTER, COPACABANA, 22021-000	RIO DE JANEIRO-RJ	BRAZIL
RKJVK	THE CANADIAN EMBASSY	TUNGATA 14	101 REYKJAVIK	REYKJAVIK	ICELAND
RMLAH	REPRESENTATIVE OFFICE OF CANADA TO THE PALESTINIAN AUTHORITY	12 ELIAS ODEH STREET		RAMALLAH	WEST BANK (PALESTINE)
ROME	THE CANADIAN EMBASSY	VIA G.B. VIA Salaria 243	199	ROME	ITALY
RYADH	THE CANADIAN EMBASSY	DIPLOMATIC QUARTER	P.O BOX 94321, RIYADH, 11693	RIYADH	SAUDI ARABIA
SDMGO	THE CANADIAN EMBASSY	CAPITAN EUGENIO DE MARCHENA	NO. 39, LA ESPERILLA	SANTO DOMINGO	DOMINICAN REPUBLIC
SEATL	THE CONSULATE GENRAL OF CANADA	1501 4TH AVENUE, SUITE 600		SEATTLE	UNITED STATES
SEOUL	THE CANADIAN EMBASSY	10TH AND 11TH FLOORS, KOLON	BUILDING 45 MUGYO-DONG, CHUNG-KU SEOUL 100-662	SEOUL	KOREA, SOUTH
SFRAN	THE CANADIAN CONSULATE TRADE O	14TH FLOOR, 580 CALIFORNIA	STREET, SAN FRANCISCO, CA	SAN FRANCISCO	UNITED STATES

SHNGI	THE CONSULATE GENERAL OF CANADA	ECO CITY BUILDING 8TH FLOOR	1788 NANJING XI LU JING AN DISTRICT	SHANGHAI	CHINA
SJCRA	THE CANADIAN EMBASSY	APARTADO POSTAL 35-1007	CENTRO COLON	SAN JOSE	COSTA RICA
SLTCY	Salt Lake City	The Grand America Hotel	555 S. Main Street	Salt Lake City	UTAH 84111
SNDGO	CANADIAN CONSULAT	402 WEST BROADWAY, SUITE 400		SAN DIEGO	US
SPALO	THE CONSULATE GENERAL OF CANADA	AV. DAS NACOES UNIDAS, 12.901,	CENU TORRE NORTE 16TH FLOOR	SAO PAULO	BRAZIL
SPORE	THE CANADIAN HIGH COMMISSION	ONE GEORGE ST, #11-01		SINGAPORE	SINGAPORE
SPURG	CANADIAN CONSULATE GENERAL IN SAINT- PETERSBURG	MALODETSKOSELSK Y PROSPECT, 32 B		SAINT- PETERSBURG	RUSSIA
SSAL	THE CANADIAN EMBASSY	ALAMEDA ROOSEVELT Y 63 AVE SUR	SUR, TORRE A, 2, COLONIA ESCALON	SAN SLVADOR	EL SALVADOR
STAGO	THE CANADIAN EMBASSY	EDIFICIO WORLD TRADE CENTER	12 TH FLOOR, TORRE NORTE, NUEVA TAJAMAR 481	SANTIAGO	CHILE
STKHM	THE CANADIAN EMBASSY	KLARABERGSGATAN 23, 6TH FLOOR	111 21 STOCKHOLM	STOCKHOLM	SWEDEN
SYDNY	THE CONSULATE GENERAL OF CANADA	LEVEL 5, QUAY WEST BUILDING	111 HARRINGTON STREET	SYDNEY	AUSTRALIA
TAPEI	CANADIAN TRADE OFFICE	6F NO 1 SONG ZHI RD	XIN YI DISTRICT	TAIPEI	TAIWAN
TAVIV	THE CANADIAN EMBASSY	3 NIRIM STREET, 4TH FLOOR		TEL AVIV	ISRAEL
TERAN	THE CANADIAN EMBASSY	57 SHAHID JAVAD-E- SARAFARAZ	OSTAD- MOTAHARI AVENUE	TEHRAN	IRAN

TGLPA	THE CANADIAN EMBASSY	CENTRO FINANCIERO CITI, 3RD	BULIVAR SAN JUAN DE BOSCO, COLONIA PAYAQUI	TEGUCIGALPA	HONDURAS
TOKYO	THE CANADIAN EMBASSY	3-38 AKASAKA,7-CHOME,MINATO-KU		TOKYO	JAPAN
TRPLI	THE CANADIAN EMBASSY	GREAT AL FATEH TOWER BUILDING	TOWER 1, 7TH FLOOR	TRIPOLI	LIBYA
TUNIS	THE CANADIAN EMBASSY	LOT 24 RD DE LA FRUILLE DERABL	CITE DES PIN PB 48 1053 LES BERGES	TUNIS	TUNISIA
ULAAN	EMBASSY OF CANADA	SUITE 603-607 FLOOR 6 CENTRAL	TOWER HOROO 8, CPO 1028 CPO 1028	ULAANBAATAR, MONGOLIA	MONGOLIA
VIENN	THE CANADIAN EMBASSY	LAURENZERBERG 2, A-1010		VIENNA	AUSTRIA
VLNUS	OFFICE OF THE CANADIAN EMBASSY	BUSINESS CENTRE 2000,	JOGAILOS G. 4, LT-01116	VILINIUS, LITHUANIA	LITHUANIA
WLGTN	THE HIGH COMMISSION OF CANADA	125 THE TERRACE, LEVEL 11		WELLINGTON	NEW ZEALAND
WSAW	THE CANADIAN EMBASSY	UL. JANA MATEJKI 1/5		WARSAW	POLAND
WSHDC	THE CANADIAN EMBASSY	501 PENNSYLVANNIA AVE., N.W.		WASHINGTON D.C.	UNITED STATES
YNGON	EMBASSY OF CANADA	9TH FLOOR TOUR CENTREPOINT TOWERS	65 CHEMAIN SULE PAGODA RD	YANGON	BURMA
YUNDE	THE CANADIAN HIGH COMMISSION	IMMEUBLES STAMIATADES	PLACE DE L'HOTEL DE VILLE	YAOUNDE	CAMEROON
ZAGRB	THE CANADIAN EMBASSY	PRILAZ GJURE DEZELICA #4		ZAGREB	CROATIA

ANNEX "F"

PERFORMANCE MONITORING SURVEY

MISSION ADMINISTRATIVE OFFICER

MCO/MAO NAME: _____

MISSION: _____

a) SERVICES ON SHIPMENTS ARRIVING MISSION:

1. Please answer Yes or No to the following points:

a) Did the freight forwarder provide you with the following:

i - Sufficient advance notice of the shipment(s) _____

ii - Forward appropriate documentation _____

iii - Information in the official language of your choice _____

2. Please rate your level of satisfaction for each point using the following scale: 1- unsatisfied 2- satisfied

i - responsiveness to your enquiries or concerns _____

ii - ability to track the shipment(s) _____

iii - quality of overall services _____

3. Other comments: _____

4. Do you have any suggestions to improve the process?

ANNEX "G"

DAILY UNCLASSIFIED BAG MANIFEST

Manifest #: MAN-00000013012

Date: 2015-04-27

MISSION ID	BAG NUMBER	BAG WEIGHT (kg)	TOTAL BAGS	TOTAL WEIGHT
ACCRA		20		
ACCRA		20		
ACCRA		21		
ACCRA		20		
ACCRA		23		
ACCRA		8		
ACCRA		9		
			7	121.0 kg
AMMAN		13		
AMMAN		13		
AMMAN		13		
AMMAN		13		
AMMAN		13		
AMMAN		15		
AMMAN		15		
AMMAN		15		
			8	110.0 kg
CHONQ		32		
			1	32.0 kg
DMCUS		17		
DMCUS		11		
DMCUS		10		
			3	38.0 kg

Solicitation No. - N° de l'invitation

08A09-140520/A

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

08A09-140520

Amd. No. - N° de la modif.

File No. - N° du dossier
Im00408A09-140520

Buyer ID - Id de l'acheteur

Im004

CCC No./N° CCC - FMS No./N° VME

ANNEX "H"

SECURITY REQUIREMENTS CHECK LIST