



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des  
soumissions – TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

Comments - Commentaires

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

Issuing Office - Bureau de distribution  
Relocation Services Division/Division des services de  
réinstallation  
Portage III 4C1 – 1  
11 Laurier Street, Gatineau, Quebec  
K1A 0S5  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> IHGRS - RFI # 3	
<b>Solicitation No. - N° de l'invitation</b> 08009-160413/C	<b>Date</b> 2017-08-16
<b>Client Reference No. - N° de référence du client</b> 08009-160413	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZU-001-31735
<b>File No. - N° de dossier</b> 001zu.08009-160413	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-09-07</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Sanford(zudiv), Gordon	<b>Buyer Id - Id de l'acheteur</b> 001zu
<b>Telephone No. - N° de téléphone</b> (873) 469-4633 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

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

**REQUEST FOR INFORMATION  
REGARDING  
INTERNATIONAL HOUSEHOLD GOODS AND EFFECTS RELOCATION SERVICES  
FOR  
THE GOVERNMENT OF CANADA**

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Annex A: Draft RFP

**REQUEST FOR INFORMATION**  
**REGARDING**  
**INTERNATIONAL HOUSEHOLD GOODS AND EFFECTS RELOCATION SERVICES**

**Note to Bidders:** The attached draft RFP includes mandatory security requirements that bidders will be required to meet. To minimize delays, potential bidders should initiate the process to obtain the required security clearances by contacting [TPSGC.padgasdem-appbhgrs.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgasdem-appbhgrs.PWGSC@tpsgc-pwgsc.gc.ca).

Bidders should be aware that Canada is not obligated to delay the award of a contract if a bidder does not meet the mandatory security requirements prior to contract award.

**1. Background and Purpose of this Request for Information**

**a) Objective**

This Request for Information (RFI) provides further feedback to industry regarding Canada's current plans for the International Household Goods and Effects Relocation Services (IHGRS) procurement process.

This RFI provides industry with a draft Request for Proposals (RFP), attached as Annex A.

**b) Background**

The relocation services could include but are not limited to: the physical movement of the personal household goods and effects (HG&E) and personal motor vehicles (PMV) of federal government employees, Canadian Armed Forces members, and RCMP members between the service area of Canada, the continental United States of America, and overseas. The relocation services include pre-move consultation, packing, loading, scaling, transportation, storage-in-transit (SIT), long-term storage (LTS) – bonded and regular (non-bonded), unloading, unpacking, replacement cost protection (insurance), and claims settlement services.

IHGRS will be delivered through 2 contractors that will provide relocation services to the following organizations, i.e. the "Clients":

- i. Global Affairs Canada (GAC) and other departments and agencies for which GAC administers relocations;
- ii. Department of National Defence (DND);
- iii. Public Works and Government Services Canada (PWGSC) Central Removal Services (CRS); and
- iv. Royal Canadian Mounted Police (RCMP).

The lowest priced technically compliant Bidder will be awarded a contract for 65% of Canada's international relocations and the second lowest priced technically compliant Bidder will be awarded a contract for 35% of Canada's international relocations.

DND, RCMP and CRS (as a common service provider for other federal government departments and agencies) currently receive international relocation services via a single integrated contract.

GAC currently receives its services through a number of standing offers and contracts.

**c) Purpose**

This RFI seeks industry's feedback to:

- i. Validate industry's capability to satisfy the business requirements described in Annex A (i.e. the Draft RFP), including individual company (or Joint Venture) experience to satisfy the technical evaluation criteria; and
- ii. Identify any potential competitive barriers.

Any other feedback that industry would like to provide regarding the documents would be appreciated.

**d) Question to Industry**

Are the Price Bands found in the Pricing Schedule too restrictive? If so, please indicate what you would suggest, e.g. change the delta between lowest and highest prices within a Price Band, regroup certain countries and regions, exclude specific cities and/or countries from Price Band restrictions.

**2. Procurement Process**

The following steps are currently planned in this procurement process:

- a) Obtain comments from industry regarding the attached Draft RFP;
- b) Post the final RFP (anticipated Fall 2017);
- c) Conduct bid evaluations (anticipated Winter 2017-2018); and
- d) Contract awards (anticipated Winter 2018).

**Note to Bidders:** In order to meet the required procurement schedule, Bidders should be aware that Canada will allow an open solicitation period of 40 days for the RFP; however, it is intended that any request to extend the solicitation period will not be granted.

**3. Nature of Request for Information**

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

**4. Nature and Format of Responses Requested**

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

**5. Response Costs**

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

## 6. Treatment of Responses

- a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or the requirements contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- b) **Review Team:** A review team composed of representatives of Canada will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- d) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

## 7. Contents of this RFI

This documentation contained in this RFI remain a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that may ultimately be published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft documents are welcome.

## 8. Format of Responses

- a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
  - i. the title of the respondent's response;
  - ii. the name and address of the respondent;
  - iii. the name, address and telephone number of the respondent's contact;
  - iv. the date; and
  - v. the RFI number.
- c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- d) **Number of Copies:** Canada requests that respondents submit one softcopy, in PDF format, of their response.

## 9. Enquiries

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

E-mail Address: [TPSGC.padgasdem-appbhgrs.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgasdem-appbhgrs.PWGSC@tpsgc-pwgsc.gc.ca)

Canada sincerely appreciates and will give due consideration to all industry feedback received. Please note that Canada does not intend to publish a further RFI to summarize the feedback received. How

industry's questions, ideas, solutions, etc., have been considered will be reflected in the final requirements of the RFP.

#### **10. Submission of Responses**

- a) **Time and Place for Submission of Responses:** Respondents should send responses electronically via e-mail to the e-mail address above, by September 7, 2017.
- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct address.

## **ANNEX A**

**to**

**IHGRS RFI No. 3**

**DRAFT REQUEST FOR PROPOSALS**  
**FOR**  
**INTERNATIONAL HOUSEHOLD GOODS AND EFFECTS RELOCATION SERVICES**  
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- Part 3 – Attachment 1 to Part 3 – Pricing Schedule
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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into 7 parts plus attachments and annexes, as follows:

- Part 1** General Information: provides a general description of the requirement;
- Part 2** Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3** Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4** Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5** Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6** Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7** Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The attachments to Parts 1 to 6 include the Pricing Schedule and the Evaluation Procedures.

The Annexes to Part 7 include the Statement of Work, Basis of Payment, Security Requirements Check List, Insurance Requirement, and the Federal Contractors Program for Employment Equity – Certification.

### **1.2 Summary**

- 1.2.1 This is a draft Request for Proposals (RFP), to further inform industry regarding the International Household Goods and Effects Relocation Services (IHGRS) procurement process, and requests further feedback from industry regarding Canada's future plans.

The relocation services could include but are not limited to: the physical movement of the personal household goods and effects (HG&E) and personal motor vehicles (PMV) of federal government employees, Canadian Armed Forces members, and RCMP members to and from the service areas of Canada and international locations (excluding the continental United States, which is covered in separate contracts), and cross postings from one international location to another.

The relocation services include pre-move consultation, packing, loading, scaling, transportation, storage-in-transit (SIT), long-term storage (LTS) – bonded and regular (non-bonded), unloading, unpacking, replacement cost protection (insurance), and claims settlement services.

The IHG&E Relocation Services will be delivered through 2 contractors that will provide relocation services to:

- i. Global Affairs Canada (GAC) and other departments and agencies for which GAC administers relocations;

- ii. Department of National Defence (DND);
- iii. Public Works and Government Services Canada (PWGSC) Central Removal Services (CRS); and
- iv. Royal Canadian Mounted Police (RCMP);

This initiative will support the following relocation policies: the Canadian Forces Integrated Relocation Program Directive, the National Joint Council (NJC) Relocation Directive, and the Foreign Service Directives (FSD).

<http://www.forces.gc.ca/en/about-policies-standards-benefits-relocation/toc-byyear.page>

<http://www.njc-cnm.gc.ca/directive/d3/en>

<https://www.njc-cnm.gc.ca/directive/d6/en>

DND, RCMP and CRS (as a common service provider for other federal government departments and agencies) currently receive international relocation services via a single integrated contract. GAC currently receives its international relocation services through a number of standing offers and contracts.

Historically, approximately 1650 transferees are relocated to and from international locations each year. The detailed Historical Data for 2013 to 2016 is contained in a separate spreadsheet included as part of this RFI #3.

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders 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.
- 1.2.3 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).
- 1.2.4 Due to the international nature of these relocation services, the requirement is not subject to a preference for Canadian goods and/or services.
- 1.2.5 This procurement is not subject to Comprehensive Land Claims Agreements (CLCA). Moves to and from CLCA locations will be handled under different agreement(s).
- 1.2.6 There will be an optional bidders' teleconference associated with this requirement. Consult Part 2 – Bidder Instructions.
- 1.2.7 The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.
- 1.2.8 Canada intends to award a maximum of 2 contracts that will divided the Work in a 65/35 split between the 2 contractors. However, if there is only 1 responsive Bid received, Canada intends to award 1 contract for 100% of the Work.
- 1.2.9 The Phased Bid Compliance Process applies to this requirement.

### 1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. At Canada's discretion, the debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Bidder's proposals must be valid for 180 days from the date of Bid close. Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 180 days

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 2.3 Former Public Servant

- 2.3.1 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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### 2.3.2 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.

#### 2.3.3 Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

#### 2.3.4 Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

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

### 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in via email to [TPSGC.padgasdem-appbhgrs.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgasdem-appbhgrs.PWGSC@tpsgc-pwgsc.gc.ca) no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all

Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## **2.5 Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

## **2.6 Improvement of Requirement During Solicitation Period**

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 20 calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## **2.7 Bidders' Conference**

- a) A bidders' conference will be held in the National Capital Region on \_\_\_\_\_ (*insert date*). The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.
- b) The conference will be held at \_\_\_\_\_ (*insert location/room number*). Sign-in will start at \_\_\_\_\_ (*insert time*) and the conference will begin at \_\_\_\_\_ (*insert time*) and end no later than \_\_\_\_\_ (*insert time*). WebEx conferencing will be available.
- c) Due to space limitations, bidders attending in person will be restricted to 2 participants. There is no limit to the number of people that may participate via WebEx.
- d) Participants attending in person will require a government photo ID, e.g. driver's license.
- e) Bidders are requested to communicate with the Contracting Authority not later than 2 days before the conference to confirm attendance. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table not later than \_\_\_\_\_ (*insert date and time*).
- f) Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- a) **Copies of Bid:** Canada requests that Bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid 5 hard copies and 2 soft copies on USB flash drives

Section II: Financial Bid, 2 hard copies and 2 soft copies on USB flash drives

Section III: Certifications, 2 hard copies and 2 soft copies on USB flash drives

Section IV: Additional Information, 2 hard copies and 2 soft copies on USB flash drives

Text documents in electronic form should be in searchable PDF format and financial documents (i.e. Section II: Financial Bid) should be in Excel format.

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 bid only. No prices must be indicated in any other section of the bid.

- b) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

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

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

- i. use paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- ii. 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.

- d) **Submission of Only One Bid:**

- i. A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in Canada choosing in its discretion which bid to consider.
- ii. For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a



natural person, corporation, partnership, etc.), an entity will be considered to be "related" to a Bidder if:

- A. they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
  - B. they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
  - C. the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
  - D. the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- iii. Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

**e) Joint Venture Experience:**

- i. Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A Bidder is a joint venture consisting of members L and O. A bid solicitation requires that the Bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the Bidder has previously done the work. This Bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- ii. A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A Bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the Bidder have 3 years of experience providing maintenance service, and (b) that the Bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the Bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- iii. Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A Bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the Bidder demonstrate experience providing resources for a minimum number of 100 billable days, the Bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;

- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

That show in total 100 billable days.

- iv. Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

### 3.2 Section I: Technical Bid

- 3.2.1 In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.
- 3.2.2 The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- 3.3.3 The technical bid consists of the following:
- a) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form, attached as Form 1, with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
  - b) **Substantiation of Technical Compliance:** The technical bid must substantiate compliance with the evaluation criteria found in Attachment 1 to Part 4 – Evaluation Procedures. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive. The substantiation may refer to additional documentation submitted with the bid, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
  - c) **Previous Experience:** Where the bid must include a description of previous relocation experience: (1) the experience must be the experience of the Bidder itself and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder; (2) any project/contract claimed as experience must have commenced by the bid closing date; (3) each claim of experience description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (4) if experience from more projects/contracts are provided than requested, Canada will decide in its discretion which projects will be evaluated.

NB: "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

- d) If similar previous projects are required, a project will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the descriptions of the work described in Annex A, Statement of Work.
- e) **Proposed Resources:** The technical bid must include a résumé for the National Director, Back-up National Director, Operations Manager and Claims Manager identified in the Technical Evaluation. The Technical Bid must demonstrate that the proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumé(s) and resource(s):
  - i. Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
  - ii. For work experience, Canada will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
  - iii. For any requirements that specify a particular time period (e.g. 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - iv. For work experience to be considered by PWGSC, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.
- f) **Quality Assurance Plan:** The Bidder must include a proposed draft plan, which demonstrates that the Bidder's proposed plan safeguards personal information, safeguards and tracks HG&E and PMV, and complies with the Contract terms and conditions.
- g) **Customer Reference Contact Information:**
  - i. Where it is required, the Bidder should provide client references with its Bid. The client references must each confirm, if requested by the Contracting Authority, the information required by Attachment 1 to Part 4: Evaluation Procedures.

If the Bidder fails to provide the required client reference with its Bid, the Contracting Authority may notify the Bidder that the client reference is required. Upon such notification, the Bidder must provide the client reference information to the Contracting Authority, within 2 business days.
  - ii. The form of question to be used to request confirmation from client references is as follows:

"Has [the Bidder] provided your organization with [describe the services and the required time frame within which those services must have been provided]?"

\_\_\_\_ Yes, the Bidder has provided my organization with the services described above.

\_\_\_\_ No, the Bidder has not provided my organization with the services described above.

\_\_\_\_ I am unwilling or unable to provide any information about the services described above.

- iii. For each client reference, the Bidder must, at a minimum, provide the name and e-mail address for a contact person. The reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a client reference. Crown references will be accepted.

### 3.3 Section II: Financial Bid

- 3.3.1 **Pricing:** Bidders must submit their financial bid in accordance with Attachment 1 to Part 3: Pricing Schedule. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive price or rate, quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

**Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices/rates set out in the tables. If the Bidder leaves any price/rate blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price/rate is, in fact, \$0.00. No Bidder will be permitted to add or change a price/rate as part of this confirmation. The bid of any Bidder that does not confirm that the price/rate for a blank item is \$0.00 will be declared non-responsive.

- 3.3.2 **Exchange Rate Fluctuation**

SACC Manual clause C3010T (2014-11-27), Exchange Rate Fluctuation Risk Mitigation.

- 3.3.3 **Certifications**

Bidders must submit the certifications and additional information required under Part 5.

- 3.3.4 **Insurance Requirements**

As indicated in Part 6 under Insurance Requirements, the Bidder must provide a letter from a licensed insurance broker or insurance company stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex A.

### Attachment 1 to Part 3

#### Pricing Schedule

1. Bidders must complete the pricing schedules found in the electronic file entitled IHGRS Financial Proposal Attachment 1 to Part 3\_EN.xls and include it with their financial bid.
2. The prices quoted by the Bidder must include the cost to deliver/provide all services as defined in the Annex A, Statement of Work.
3. For the determination of the evaluated price, the Total Average shipments/year:
  - a) Prices are rounded up to the 1/100;
  - b) Cities with less than 1 average shipment/year in the past 4 years are rounded up to 1.0; and
  - c) Cities with no shipments in the past 4 years are assigned an evaluation factor of 0.5.
4. Overall Approach for Financial Data Entry
  - a) Each of the following 7 tables require the Bidder to input its prices in every cell that is highlighted in green and contains a \$:
    - i. TABLE 1 - Canadian Inland Transport Rates (for distances greater than 100 km)
    - ii. TABLE 2 - Air Outgoing Transportation Rate Table - International Locations
    - iii. TABLE 3 - Air Incoming Transportation Rate Table - International Locations
    - iv. TABLE 4 - Sea Outgoing Transportation Rate Table - International Locations
    - v. TABLE 5 - Sea Incoming Transportation Rate Table - International Locations
    - vi. TABLE 6 - Move Services
    - vii. TABLE 7 - Miscellaneous Charges
  - b) All prices must be in Canadian dollars, exclusive of any applicable taxes and duties;
  - c) Bidders must enter prices greater than \$0.00 in each cell; and
  - d) The prices entered must be within the Price Bands as listed in the Tables below, e.g. the highest price for any city within an airport/seaport, a service category, a weight band, and region cannot be more than 2x the lowest price in that region.

#### Price Bands for Tables 2 & 3 - Air Outgoing and Incoming and

#### Price Bands for Tables 4 & 5 - Sea Outgoing and Incoming:

Price Bands	Air Outgoing and Incoming By Airport and By Weight Category	Sea Outgoing and Incoming By Seaport and By 20'/40'/LCL/PMV
Regions	Highest Price Cannot Be More Than:	Highest Price Cannot Be More Than:
Europe	2X The Lowest Price	2X The Lowest Price
Africa & Middle East	2.5X The Lowest Price	2.5X The Lowest Price
Asia & Pacific	1.75X The Lowest Price	1.75X The Lowest Price
Central & S. America	1.5X The Lowest Price	1.5X The Lowest Price

**Price Bands for Table 6 - Move Services:**

Price Bands	HG&E Origin/Destination Services & SIT	HG&E Sea, Air and PMV Ground Transport
Regions	Highest Price Cannot Be More Than:	Highest Price Cannot Be More Than:
Europe	2X The Lowest Price	2X The Lowest Price
Africa & Middle East	2.5X The Lowest Price	2.5X The Lowest Price
Asia & Pacific	1.75X The Lowest Price	1.75X The Lowest Price
Central & S. America	1.5X The Lowest Price	1.5X The Lowest Price
North America - Canada, USA, Mexico	1.5X The Lowest Price	1.5X The Lowest Price

Price Bands	PMV Origin & Destination Services
Regions	Highest Price Cannot Be More Than:
Europe	2X The Lowest Price
Africa & Middle East	2.5X The Lowest Price
Asia & Pacific	1.75X The Lowest Price
Central & S. America	1.5X The Lowest Price
North America - Canada, USA, Mexico	1.5X The Lowest Price

## 5. Calculation of Total Evaluated Bid Price (TEBP)

- a) The Bidder's TEBP will be determined in accordance with the table found in tab 1 of the electronic file entitled IHGRS Financial Proposal Attachment 1 to Part 3\_EN.xls.
- b) Bidders cannot enter information in this tab/table as it will be populated based on the Bidders prices entered in Tables 1 to 7.

**Note to Bidders:**

A Financial Evaluation spreadsheet is included as part of this RFI #3, which will form the basis of the Bidder's Financial Proposal.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

Canada will use the Phased Bid Compliance Process described below.

### **4.1 General**

- a) Canada is conducting the Phased Bid Compliance Process described below for this requirement.
- b) Notwithstanding any review by Canada at Phase I or II of the Phased Bid Compliance Process, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada. THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PHASED BID COMPLIANCE PROCESS ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR CAR (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.
- c) Canada shall have the right, in its absolute discretion, but shall not be obliged, to request and accept any time, before or after the solicitation closing date, and consider as part of the Bid, any document and materials from Bidders to clarify the Bid or to correct deficiencies or errors in the Bid that are not significant in Canada's absolute discretion, including all matters of form or error in computation or failure to confirm by signing or similarly verifying acceptance. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right.
- d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2016-04-04) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the NOTICE or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada.

### **4.2 Phase I: Financial Bid**

- a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing



from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.

- b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- f) In its response to the Notice the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, only that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

#### **4.3 Phase II: Technical Bid**

- a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the Phased Bid Compliance Process. Mandatory technical criteria that are not identified in the solicitation as being subject to the Phased Bid Compliance Process, will not be evaluated until Phase III.



- b) Canada will send a written notice to the Bidder (Compliance Assessment Report or “CAR”) identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- c) A Bidder shall have the period specified in the CAR (the “Remedy Period”) to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- d) The Bidder’s response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- e) The Bidder’s response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder should include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder’s Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder’s own risk. All submitted information must comply with the requirements of this solicitation.
- f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.
- g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any phase of the evaluation to evaluate any mandatory technical criterion that is not an Eligible Mandatory Criterion, nor will it increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder’s original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid.
- h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.

- i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

#### **4.4 Phase III: Final Evaluation of the Bid**

- a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

#### **4.5 Mandatory Technical Criteria**

The Phased Bid Compliance Process will apply to all mandatory technical criteria and point rated criteria.

#### **4.6 Basis of Selection**

- 4.6.1 To be declared responsive, a bid must:
  - i. Comply with all the requirements of the bid solicitation;
  - ii. Meet all the mandatory evaluation criteria; and
  - iii. Obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.
- 4.6.2 Bids not meeting (i) and (ii) and (iii) will be declared non-responsive.
- 4.6.3 The Total Evaluated Bid Price (TEBP) of all responsive bids will be identified in accordance with Attachment 2 to Part 3 Pricing Schedule.
- 4.6.4 The Bidder with the lowest TEBP will be recommended for award of the first contract representing 65% of the relocations. The Bidder with the second lowest TEBP will be recommended for award of the second contract representing 35% of the relocations.
- 4.6.5 Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- 4.6.6 If more than one Bidder is ranked as the lowest TEBP, because of identical TEBP, then the Bidder with the highest point-rated technical evaluation score will be ranked first and the other Bidder will be ranked second.
- 4.6.7 If more than one Bidder is ranked as the second lowest TEBP, because of identical TEBP, only the ranked Bidder with the highest point-rated technical evaluation score will be considered the Bidder with the second lowest TEBP.

**ATTACHMENT 1 TO PART 4**

**IHGRS RFP Bid Evaluation - Mandatory & Point Rated**  
**TECHNICAL CRITERIA**

**1.0 Mandatory Technical Criteria**

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Bidders must respond to the corresponding mandatory requirements by providing a description explaining, demonstrating, substantiating and justifying their qualifications or approach to meet the requirement. Bidders are requested to utilize the unique number and associated title of each mandatory requirement in their responses. Bidders' responses to the mandatory requirements will be evaluated as either "Met" or "Not Met". A "Not Met" will result in the bid submission being deemed non-responsive.

<b>Mandatory Technical Criteria (MT)</b>		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	<b>Met / Not Met</b>
	<b>Relevant Experience</b>	
<b>MT1</b>	<p>a. The Bidder must have experience as the prime contractor responsible to arrange, administer and manage the service delivery of at least 1 major account (major account is defined as a minimum of 600 door-to-door moves over a 2 year period) involving international moves (i.e. moves to/from North America and international location) of household goods.</p> <p>One move is the relocation of 1 Shipper (as defined in Annex G). In order to demonstrate this experience the Bidder must provide the details for 1 major account, ongoing or completed within the last 5 years.</p> <p>Details for the referenced major account must include:</p> <ol style="list-style-type: none"> <li>1. Name of the client;</li> <li>2. Role of the Bidder in the account;</li> <li>3. Description of the relocation services provided, including which overseas locations were serviced and any affiliations or standard overseas service providers;</li> <li>4. Value (\$) of the account annual and number of annual moves; and</li> <li>5. Name, title and telephone numbers of the client reference (references may be checked).</li> </ol> <p>b. The Bidder must have serviced a minimum of 4 of the following Global Regions: Australia/Oceania, Europe, Central America/Caribbean, South America, Africa, Asia/Pacific, Middle East. This experience can</p>	

<b>Mandatory Technical Criteria (MT)</b>		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	<b>Met / Not Met</b>
	<p>be part of the referenced major account or other accounts. Details must be provided.</p> <p><u>Note: Bidders can find an explanation of Joint Ventures at Section 3.1 e)</u></p>	
	<b>Personnel</b>	
<b>MT2</b>	<p><b>Key Personnel:</b> The Bidder must provide an organizational chart that demonstrates the structure of the organization from the national/ international to the local level and all the key personnel and back-ups must be identified. The Bidder must demonstrate that key personnel are responsible for management and administrative functions and have sufficient decision making authority to ensure timely response to problems that may arise.</p>	
<b>MT3</b>	<p><b>National Director:</b> The Bidder must name an individual, to be known as the National Director, dedicated to servicing Canada's international household goods and PMV relocation services and be responsible to make decisions on behalf of the Contractor with respect to all aspects of the provision of services at all locations. The Bidder must provide the name of the proposed National Director and a resume demonstrating:</p> <ul style="list-style-type: none"> <li>i) a minimum of 5 years management experience in the previous 10 years in the moving industry as of bid solicitation closing date, and</li> <li>ii) a minimum of 3 years experience in the previous 10 years directly related to the management of international moves for household goods &amp; effects, and PMVs for similar services to the services described in Section 2, Annex A. (e.g. all phases of a door-to-door move as described in the Statement of Work(SOW)).</li> </ul>	
<b>MT4</b>	<p><b>Back-up National Director:</b> The Bidder must provide the name and resume of the proposed Back-up National Director who would be responsible to carry out the responsibilities of the National Director in his/her temporary absence. The resume must demonstrate that the proposed Back-up National Director has:</p> <ul style="list-style-type: none"> <li>i) a minimum of 3 years operations management experience in the previous 10 years in the moving industry for household goods &amp; effects and PMVs as of bid solicitation closing date.</li> </ul>	
<b>MT5</b>	<p><b>Operations Manager:</b> The Bidder must provide the name and resume of the proposed Operations Manager. The resume must demonstrate that the proposed Operations Manager has:</p> <ul style="list-style-type: none"> <li>i) a minimum of 5 years experience in the previous 10 years in the moving industry as of bid solicitation closing date.</li> </ul>	
<b>MT6</b>	<p><b>Claims Manager:</b> the Bidder must provide the name and resume for the proposed Claims Manager. The resume must demonstrate that the proposed Claims Manager has:</p>	

<b>Mandatory Technical Criteria (MT)</b>		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	<b>Met / Not Met</b>
	i) a minimum of 3 years experience in the previous 10 years as a manager of similar operations (i.e. household goods & effects and PMVs) as of bid solicitation closing date.	
<b>MT7</b>	<u>Warehouse Capacity</u> : the Bidder must demonstrate how they will meet the capacity to store 65% (i.e. 2 400 000 kg) of the annual LTS storage requirement including both Bonded and Un-bonded LTS.	
<b>MT8</b>	<u>Quality Assurance (QA) Plan</u> : The Bidder must include a proposed draft plan, which demonstrates that the Bidder's proposed plan safeguards personal information, safeguards and tracks HG&E and PMV, and complies with the Contract terms and conditions.	

## 2.0 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the Point Rated Criteria Tables inserted below. Bids that fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Criteria (RT)	
Overall Maximum Points Available	<b>150</b>
Overall Minimum Points Required	<b>98</b>

Rating Scale – the following rating scale will be applied to each point rated criteria.

Weighted Score = Response Rating (0 - 5) / Max Rating in Scale (5) x Available Points for each Criterion

Rating	Points Allotted
<b><u>Unacceptable</u></b> The information provided by the Bidder did not address the requirements.	<b>0</b>
<b><u>Extremely Weak</u></b> The information provided by the Bidder demonstrates that the requirements are addressed with very major deficiencies, missing elements or points requiring clarification.	<b>1</b>
<b><u>Weak</u></b> The information provided by the Bidder demonstrates that the requirements are addressed with major deficiencies, missing elements or points requiring clarification.	<b>2</b>
<b><u>Acceptable</u></b> The information provided by the Bidder demonstrates that the requirements are addressed with minor deficiencies, missing elements or points requiring clarification.	<b>3</b>
<b><u>Good</u></b> The information provided by the Bidder demonstrates that the requirements are addressed with very minor deficiencies, missing elements or points requiring clarification.	<b>4</b>
<b><u>Outstanding</u></b> The information provided by the Bidder demonstrates that the requirements are addressed with no deficiencies, missing elements or points requiring clarification.	<b>5</b>

<b>Point Rated Criteria (RT)</b>				
<b>Number</b>	<b>Point Rated Technical Criterion</b>	<b>A Weighting (Points)</b>	<b>B Evaluated Rating (0 - 5 points)</b>	<b>C Weighted Score A x B / 5 Max = 150</b>
<b>RT1</b>	<u>Move Phases</u>  The Bidder should describe the procedures used by its organization including resources (human, material, equipment, warehouses, transport, etc.), both permanent and contracted, to perform the phases of the move described in the SOW for door-to-door international moves, including LTS in Canada. The procedures should demonstrate capability of meeting peak periods and should be flexible enough to accommodate changing activity levels.  The following phases will be used to assess the responses provided:			
	i) Initial contact with Shipper and Pre-Move Consultation	<b>10</b>		
	ii) Pre-packing/Packing	<b>20</b>		
	iii) Loading	<b>10</b>		
	iv) Transportation (including scaling)	<b>10</b>		
	v) Storage In Transit (SIT)	<b>5</b>		
	vi) Long Term Storage	<b>10</b>		
	vii) Delivery/Unloading	<b>10</b>		
	viii) Unpacking	<b>10</b>		
	ix) Invoicing	<b>5</b>		
	<b>RT1 – Move Phases – Total Points</b>	<b>90</b>		

RT2	<u>Shipment Tracking</u> The Bidder should describe in detail how each move will be tracked to demonstrate that the Bidder can comply with the Guaranteed Transit Time (GTT) as described in the Annex A – SOW, and in order to provide status and location of the shipment while in transit. The Bidder should fully describe the process and software, as applicable.	20		
	<b>RT2 – Shipment Tracking – Total Points</b>	<b>20</b>		
RT3	<u>Storage</u> The Bidder should demonstrate its approach for SIT and LTS in Canada of the HG&E. The demonstrated approach should describe how the Bidder will ensure that warehouse facilities meet the requirements as described in Annex A - SOW Appendix 6, how holding of loads pending consolidation will be accommodated, and how additional items from wholesalers (e.g. Costco) will be handled for adding to main shipments.	20		
	<b>RT3 – Storage – Total Points</b>	<b>20</b>		
RT4	<u>Claims Process</u> The Bidder should describe its process for how insurance claims will be processed in a timely and effective manner. This process should include, as a minimum, the following: <ul style="list-style-type: none"> <li>a. structure of the in-house claims section in the bidder's organization including the role of the claims manager;</li> <li>b. procedures for conveying information of the claims process to the Shipper;</li> <li>c. tracking and monitoring procedures;</li> <li>d. procedures to expedite the settlement of claims;</li> <li>e. the review procedure for disputed claims;</li> <li>f. procedures for escalating the level of organizational involvement in order to settle disputed claims;</li> <li>g. procedures for handling major and catastrophic loss claims; and</li> <li>h. flexibility of the claim settlement process to accommodate special cases.</li> </ul>	20		
	<b>RT4 – Claims Process – Total Points</b>	<b>20</b>		
	<b>Total Points</b>	<b>150</b>		



## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

### 5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certification as part of their bid.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Ineligibility and Suspension Policy (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

### 5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

#### 5.2.1 Integrity Provisions – Required Documentation

- a) Bidders, offerors or suppliers that are **corporate entities**, including those bidding as joint ventures, must provide a complete list of names of all current directors or, for a privately owned corporation, the names of the owners of the corporation.
- b) Bidders, offerors or suppliers bidding as **sole proprietors**, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners.
- c) Bidders, offerors or suppliers that are a **partnership** do not need to provide a list of names. Contracting officers only need to submit the information provided by the bidder, offeror or supplier when requesting an integrity verification.
  - i. The Integrity Database Services (IDS) will determine whether additional information is required and will ask the contracting officer to contact the bidder, offeror or supplier if needed.
  - ii. If required by IDS, contracting officers must notify the bidder, offeror or supplier and request that a list of names be provided within a recommended 10 business days. Failure to provide the names within the specified timeframe will render the bid, offer or arrangement non-responsive.
- d) All bidders, offerors or suppliers must provide, if applicable, a complete a list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of their knowledge and belief may be similar to one of the listed offences in the *Ineligibility and Suspension Policy*. This is to be provided using the Declaration form for procurement (Form 3)

In accordance with the Ineligibility and Suspension Policy (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required

documentation, as applicable, to be given further consideration in the procurement process.

#### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.page?&\\_ga=1.229006812.1158694905.1413548969#afed](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed)).

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

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

The Bidder must provide the Contracting Authority with a completed Annex D, Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

#### **5.2.3 Additional Certifications Precedent to Contract Award**

##### **a) Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

##### **b) Education and Experience**

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

- a) Before award of a contract, the following conditions must be met:
  - i. the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - ii. the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - iii. the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - iv. the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses; and
  - v. the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
- b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority; and
- c) For additional information on security requirements, Bidders 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.

### **6.2 Financial Capability**

- a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance guarantee to Canada."
- b) At subsection 1 of SACC Manual clause A9033T (2012-07-16) Financial Capability:
  - Delete: fifteen (15) working days;
  - Insert: 10 working days.
- c) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.
- d) Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

**6.3 Insurance Requirements**

- a) The Bidder must provide a letter from a licensed insurance broker or insurance company stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex A.
- b) If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

## PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 7.1 Requirement

- a) The Contractor agrees to supply to the Client the services described in the Contract, including the Statement of Work (SOW), in accordance with, and at the prices set out in, the Contract. This includes:
  - i. The Work or a portion of the Work to be performed under the Contract, as described at Annex A, Statement of Work, will be on an "as and when requested basis", as described in a Move Order. The Work described in the Move Order must be in accordance with the scope of the Contract;
  - ii. An obligation for any relocation work will come into force only when a Move Order has been authorized in accordance with the SOW;
  - iii. Any relocation work performed by the Contractor in advance of an approved Move Order will be at the Contractor's own risk and expense;
  - iv. As more than one contract has been awarded for this requirement, the process by which the Work will be allocated to contractors is described in the SOW; and
  - v. Any relocation work performed must fall within the scope of the Annex A, Statement of Work.
- b) **Client:** Under the Contract, the "**Client**" is Global Affairs Canada, Department of National Defence, Public Works and Government Services Canada Central Removal Services, and Royal Canadian Mounted Police.
- c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of the Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Project Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

### 7.2 Minimum Work Guarantee

- a) In this clause,
  - i. "**Maximum Contract Value**" means the amount specified in the "**Limitation of Expenditure**" clause set out in the Contract (excluding Applicable Taxes); and
  - ii. "**Minimum Contract Value**" means \$\_\_\_\_\_.
- b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the

Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

- c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
  - i. for default;
  - ii. for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - iii. for convenience within 10 business days of Contract award.

### 7.3 Periodic Usage Reports

- a) The Contractor must compile and maintain records on its provision of services to the federal government under authorized Move Orders issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below or in Annex A, Statement of Work. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

- b) The data must be submitted on a semi annual basis to the Contracting Authority (CA) and a copy to the Project Authority (PA). The periods are:

1st half-year: April 1 to September 30;

2nd half-year: October 1 to March 31;

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

- c) Reporting Requirement- Details

The Contractor must maintain a detailed and current record of all authorized Move Orders. This record must contain:

- i. **For each authorized Move Order:**

- A. the authorized Move Order number or revision number(s);
- B. a title or a brief description of each authorized move;
- C. the total estimated cost specified in the authorized Move Order, in accordance with the pricing breakdown described in Annex B (Basis of Payment), exclusive of Applicable Taxes;
- D. the total amount, exclusive of Applicable Taxes, expended to date against each authorized move;
- E. the start and completion date for each authorized move; and
- F. the active status of each authorized move, as applicable.

- ii. **For all authorized moves:**

- A. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized Move Orders; and

- B. the total amount, exclusive of Applicable Taxes, expended to date against all authorized Move Orders.

#### **7.4 Move Orders - Department of National Defence**

The administration of the Move Order process for DND will be carried out by Director Military Careers Service Support (DMCSS). This process includes monitoring, controlling and reporting on expenditures of the contract with Move Orders to the Contracting Authority.

#### **7.5 Standard Clauses and Conditions**

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

a) **General Conditions**

- i. 2035 (2016-04-04), General Conditions - Higher Complexity - Services, applies to and forms part of the Contract.

#### **7.6 Protection and Security of Data Stored in Databases**

- a) The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
- i. equivalent protections are given to personal information as in Canada under legislation such as the Privacy Act, R.S. 1985, c.P-21, and the Personal Information Protection and Electronic Documents Act, S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
- ii. the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data.

Canada requires that any data sent or processed be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

- b) The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
- c) The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
- d) The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.

- e) The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
- f) Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

## 7.7 Security Requirements

### a) Security Requirements for Canadian Contractors

These security clauses apply to the Canadian Contractor delivering the services (referred to in Annex A Part 6 –Privacy and Security Requirements) and performing the Work listed and described in Annex A.

- i. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organizational Screening (DOS) with approved Document Safeguarding Capacity (DSC) at the PROTECTED B level, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- ii. The Contractor's personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted and approved by CISD/PWGSC.
- iii. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
- iv. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC
- v. The Contractor must comply with the provisions of the:
  - A. Security Requirements Check List (<http://www.tbs-sct.gc.ca/tbsf-fsct/350-103-eng.asp>) and security guide, if applicable; and
  - B. Industrial Security Manual (<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/index-eng.html>).
- vi. The Contractor and/or any and all subcontractors must NOT share or disclose PROTECTED information or data with any entity in Canada that does not conform with applicable privacy legislation (provincial or federal as the case may be).
- vii. The Contractor and/or any and all subcontractors must NOT share or disclose PROTECTED information or data with an entity outside of Canada that does not conform with the applicable privacy legislation, of the country in which it is domiciled and industry standards.
- viii. Canada has the right to reject any request to electronically access, process,



produce, transmit or store Personal Information related to the Work in any other country if there is any reason to be concerned about the security, privacy, or integrity of the information.

- ix. Any and/or all foreign subcontractors must immediately report to its respective national DPA and the Contracting Authority and Project Authority (in collaboration with the Canadian DSA) all cases in which it is known or there is reason to suspect that any Personal Information provided or generated pursuant to this Contract and/or subcontract have been lost, or in contravention of these security requirements, used or disclosed.
- x. Any and/or all foreign subcontractors must contact their national DPA for further information regarding the safeguarding, management, cross-border transfer and protection of personal data.

**b) Security Requirements for Foreign Contractors**

- xi. The Canadian Designated Security Authority (Canadian DSA) and the Government of Canada's Data Protection Authority for international industrial matters in Canada is the International Industrial Security Directorate (IISD), PWGSC. The following security clauses apply to the Contractor incorporated or authorized to do business in a jurisdiction other than Canada and performing the Work described in Annex A and is in addition to the Privacy and Security Requirements in Annex A Part 6.

- A. With respect to any assessment or audit as identified in Annex A, the Contracting Authority reserves the right to require proof of compliance with legislation in the country of operation which may include, but is not limited to, compliance with national laws concerning privacy protection, adherence to tax laws, incorporation regulations, labour laws.
  - (i) The Contractor and/or any and all subcontractors must at all times during the performance of the Contract be registered with the appropriate government administered supervisory authority responsible for Personal Information in the country(ies) in which it is incorporated or is operating and authorized to do business.
  - (ii) The Contractor and/or any and all subcontractors must provide proof of its registration with the applicable supervisory authority to the Contracting Authority and Project Authority and identify the relevant national Privacy Authority. For European Contractors, this will be the national Data Protection Authority (DPA);
  - (iii) The Contractor and/or any and all subcontractors must comply with the provisions of the Security Requirements Check List, attached at Annex C.
  - (iv) Any and/or all Canadian subcontractors must at all times during the performance of the Contract and/or subcontract, hold a valid Designated Organization Screening (DOS) at the level of PROTECTED B, issued by CISD/PWGSC.
  - (v) Any and/or all Canadian subcontractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS granted or approved by CISD/PWGSC.
  - (vi) Any and/or all Canadian subcontractors MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.

- (vii) The Contractor and/or any and all subcontractors acknowledges and agrees that its obligations to safeguard, manage, and protect all Personal Information under the Contract are in addition to any obligations it has under national privacy legislation of the country(ies) in which it is incorporated or operates.
- (viii) All Personal Information, provided to the Contractor and/or any and all subcontractors or produced by the Contractor and/or any and all subcontractors, must:
  - 1 not be disclosed to another government, person or firm, or representative thereof not directly related to the performance of the Contract, without the prior written consent of the Government of Canada. Such consent must be sought from its national DPA and the Contracting Authority and Project Authority (in collaboration with the Canadian DSA).
  - 2 not be used for any purpose other than for the performance of the Contract without the prior written approval of the Government of Canada. This approval must be obtained by contacting its national DPA and the Contracting Authority and Project Authority (in collaboration with the Canadian DSA).
- (ix) The Contractor and/or any and all subcontractors must contact their national DPA for further information regarding the safeguarding, management, cross-border transfer and protection of personal data.
- ii. The Contractor must at all times protect the privacy of any Personal Information, as defined in Annex A, as defined in this Contract and as understood in Canadian Law, specifically the *Privacy Act* (1985) and the *Personal Information Protection and Electronic Documents Act* (2000) and must, at a minimum, restrict access to the Personal Information to Contractor personnel who:
  - A. Have successfully completed the security screening process prior to commencing work with that organization; and
  - B. Have a demonstrated "need to know" and require access to the Personal Information to perform the Work of the Contract.
- iii. The Contractor must immediately report to the Contracting Authority, in collaboration with the Canadian DSA, all cases in which it is known or there is reason to suspect that any Personal Information provided or generated pursuant to this Contract have been lost, or in contravention of these security requirements, accessed, used or disclosed.
- iv. The Contractor must ensure that the appropriate security clauses, as determined by the Canadian DSA, are inserted in to all subcontracts that involve access to Personal Information provided to or generated under this Contract.

## 7.8 Contract Period

- a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
  - i. The "**Initial Contract Period**", which includes the Implementation Period and begins on the date the Contract is awarded and ends 2 years later;
  - ii. The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract; and
  - iii. Each individual Move Order will have its own final start and end date. Move Orders will only be issued (i.e. started) during the Contract Period. LTS is an exception that must be handled in accordance with the LTS transition requirements described in Annex A.

**b) Implementation Period**

The first month of the Initial Contract Period is a transition/ramp up period. The Contractor must perform the Work set out in Annex A.

If for any reason, during the first month after Contract award, Canada determines, at its sole discretion, that the Contractor will not deliver as stated in Annex A, Canada can terminate the Contract for default and award a contract to the next highest ranked Bidder determined during the Request for Proposal evaluation process.

**c) Option to Extend the Contract**

- i. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 additional 1-year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Annex B, Basis of Payment.
- ii. Canada may exercise this option at any time by sending a written notice to the Contractor at least 90 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

**7.9 Authorities****a) Contracting Authority**

The Contracting Authority for the Contract is:

Name:	Gordon Sanford
Title:	Supply Team Leader
Organization:	Labour and Relocation Services Procurement Directorate
Address:	11 rue Laurier, PDP III - 4C1, Gatineau, Quebec K1A 0S5
Telephone:	873-469-4633
Facsimile:	819-956-7827
E-mail address:	gordon.sanford@tpsgc-pwgsc.gc.ca

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

**b) Project Authority**

The Project Authority for the Contract is:

Name:	_____
Title:	_____
Organization:	_____
Address:	_____
Telephone:	_____
Facsimile:	_____
E-mail address:	_____

In his/her absence, the Project Authority is:

Name:	_____
Title:	_____

Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of all the departments and/or agencies for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

**c) Departmental Authority**

Each department or agency authorized to use this Contract will have one Departmental Authority (DA) who is the representative for that department. The DA is responsible for monitoring of the Work under the Contract. The DA will discuss changes to the technical content with the Project Authority, however, the DA has no authority to authorize changes to the scope of the Work under the Contract. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

i. The Global Affairs Canada DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

In his absence, Global Affairs Canada DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

ii. The Department of National Defense DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

In her absence, The Department of National Defense DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

iii. The Royal Canadian Mounted Police DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

In his absence, the Royal Canadian Mounted Police DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

iv. The Central Removal Services DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

In his absence, the Central Removal Services DA for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

d) **Contractor Representative**

The Contractor's Representative for the Contract is its National Director:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The National Director has the authority to represent and make decisions on behalf of the Contractor with respect to the Work. The National Director must have a minimum of 5 years

management experience in the previous 10 years in the moving industry, and a minimum of 3 years experience in the previous 10 years directly related to the management of international moves for HG&E and PMVs of similar or greater in scope to the services described in Annex A (SOW).

#### **7.10 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.

#### **7.11 Payment**

##### **a) Basis of Payment**

- i. The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Move Order, as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized Move Order.
- ii. The price paid will be adjusted in accordance with the exchange rate fluctuation provision (as applicable).

##### **b) Limitation of Expenditure**

- i. Canada's total liability to the Contractor under the Contract for all authorized Move Orders, inclusive of any revisions, must not exceed the sum of \$ TBD. Customs duties and applicable taxes are extra.
- ii. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- iii. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - A. when it is 75 percent committed, or
  - B. 4 months before the contract expiry date, or
  - C. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
- iv. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

##### **c) Payments**

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- i. 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;
- ii. all such documents have been verified by Canada;
- iii. the Work delivered has been accepted by Canada.

## **7.12 Invoicing Instructions**

- a) The Contractor must submit invoices and all supporting documentation in accordance with the information required in the General Conditions.

The Contractor must submit invoices for payment. Each invoice must show:

- i. all applicable information detailed under the section entitled "Invoice Submission" of the General Conditions;
  - ii. the date of each move included on the invoice and the value of the amount invoiced as detailed in the Contract;
  - iii. The applicable Move Order number;
- b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- c) By submitting invoices, the Contractor is certifying that the services have been performed and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- d) The Contractor must provide an original invoice and to the Departmental Authority.
- e) On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

## **7.13 Certifications and Additional Information**

### **a) Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### **b) Federal Contractors Program for Employment Equity - Default by the Contractor**

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

## **7.14 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

## **7.15 Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the Articles of Agreement;
- b) General Conditions 2035 (2016-04-04);
- c) Annex A, Statement of Work;
- d) Annex B, Basis of Payment;

- e) Annex C, Security Requirements Check List;
- f) Annex D, Insurance Requirement;
- g) Annex E, Value Index Model;
- h) Annex F, Business Register;
- i) Annex G, Glossary of Terms, Acronyms and Abbreviations
- j) the signed Move Orders (including all of its annexes, if any);
- k) the Contractor's bid dated \_\_\_\_\_ (as subsequently clarified and/or amended, if applicable).

#### **7.16 Foreign Nationals (Canadian Contractor *OR* Foreign Contractor)**

SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

*OR*

SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

applies to and will form part of the Contract.

#### **7.17 Insurance Requirements**

- a) The Contractor must comply with the insurance requirements specified in Annex D. 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.
- b) 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.
- c) The Contractor must forward to the Contracting Authority within 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.

#### **7.18 Innovation and Change**

At any time during the period of the Contract, Canada will welcome suggestions from the Contractor for innovative approaches to relocation services to improve methods of delivering existing relocation services. This may include improved methods of providing these services and assistance, such as innovations that result in reduced costs to Canada and/or improved types and levels of customer service. Canada reserves the right to accept or reject any or all suggestions. The cost of suggestion/proposal preparation must be borne by the Contractor. In addition, the development or implementation costs associated with these suggestions must be borne by the Contractor, unless prior approval is received in writing from the Contracting Authority.

#### **7.19 Personal Information**

##### **a) Interpretation**

In the Contract, unless the context otherwise requires,

"General Conditions" means the general conditions that form part of the Contract;



"Personal Information" means information about an individual, including the types of information specifically described in the *Privacy Act*, R.S. 1985, c. P-21;

"Record" means any hard copy document or any data in a machine-readable format containing Personal Information;

Words and expressions defined in the General Conditions and used in these supplemental general conditions have the meanings given to them in the General Conditions.

If there is any inconsistency between the General Conditions and these Personal Information articles, these Personal Information articles prevail.

**b) Ownership of Personal Information and Records**

To perform the Work, the Contractor will be provided with and/or will be collecting Personal Information from third parties. The Contractor acknowledges that it has no rights in the Personal Information or the Records and that Canada owns the Records. On request, the Contractor must make all the Personal Information and Records available to Canada immediately in a format acceptable to Canada.

**c) Use of Personal Information**

The Contractor agrees to create, collect, receive, manage, access, use, retain, and dispose of the Personal Information and the Records only to perform the Work in accordance with the Contract.

**d) Collection of Personal Information**

If the Contractor must collect Personal Information from a third party to perform the Work, the Contractor must only collect Personal Information that is required to perform the Work. The Contractor must collect the Personal Information from the individual to whom it relates and the Contractor must inform that individual (at or before the time when it collects the Personal Information) of the following:

- i. that the Personal Information is being collected on behalf of, and will be provided to, Canada;
- ii. the ways the Personal Information will be used;
- iii. that the disclosure of the Personal Information is voluntary or, if there is a legal requirement to disclose the Personal Information, the basis of that legal requirement;
- iv. the consequences, if any, of refusing to provide the information;
- v. any alternatives to providing consent;
- vi. that the individual has a right to access and correct his or her own Personal Information; and
- vii. that the Personal Information will form part of a specific personal information bank (within the meaning of the *Privacy Act*), and also provide the individual with information about which government institution controls that personal information bank, if the Contracting Authority has provided this information to the Contractor.

The Contractor, its subcontractors, and their respective employees must identify themselves to the individuals from whom they are collecting Personal Information and must provide those individuals with a way to verify that they are authorized to collect the Personal Information under a Contract with Canada.

The Contractor must develop an "Acknowledgement and Consent to Collect Information" form and a script for by telephone to be used when collecting Personal Information, in compliance with section 6.2.13 of the TBS Directive on Privacy Practices (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18309>).

The Contractor must not begin using the form or script unless the Project Authority first approves it in writing. The Contractor must also obtain the Project Authority's approval before making any

changes to the form or the script. While consent is better obtained in writing, a record is required to support any verbal consent.

At the time it requests Personal Information from any individual, if the Contractor doubts that the individual has the capacity to provide consent to the disclosure and use of his or her Personal Information, the Contractor must ask the Project Authority for instructions.

**e) Maintaining the Accuracy, Privacy and Integrity of Personal Information**

The Contractor must ensure that the Personal Information is as accurate, complete, and up to date as possible. The Contractor must protect the privacy of the Personal Information. To do so, at a minimum, the Contractor must:

- i. not use any personal identifiers (e.g., social insurance number) to link multiple databases containing Personal Information;
- ii. segregate all Records from the Contractor's own information and records;
- iii. restrict access to the Personal Information and the Records to people who require access to perform the Work (for example, by using passwords or biometric access controls);
- iv. provide training to anyone to whom the Contractor will provide access to the Personal Information regarding the obligation to keep it confidential and use it only to perform the Work. The Contractor must provide this training before giving an individual access to any Personal Information and the Contractor must keep a record of the training and make it available to the Contracting Authority if requested;
- v. if requested by the Contracting Authority, before providing anyone with access to the Personal Information, require anyone to whom the Contractor provides access to the Personal Information to acknowledge in writing (in a form approved by the Contracting Authority) their responsibilities to maintain the privacy of the Personal Information;
- vi. keep a record of all requests made by an individual to review his or her Personal Information, and any requests to correct errors or omissions in the Personal Information (whether those requests are made directly by an individual or by Canada on behalf of an individual);
- vii. include a notation on any Record(s) that an individual has requested be corrected if the Contractor has decided not to make the correction for any reason. Whenever this occurs, the Contractor must immediately advise the Contracting Authority of the details of the requested correction and the reasons for the Contractor's decision not to make it. If directed by the Contracting Authority to make the correction, the Contractor must do so;
- viii. keep a record of the date and source of the last update to each Record;
- ix. maintain an audit log that electronically records all instances of and attempts to access Records stored electronically. The audit log must be in a format that can be reviewed by the Contractor and Canada at any time; and
- x. secure and control access to any hard copy Records.

**f) Safeguarding Personal Information**

The Contractor must safeguard the Personal Information at all times by taking all measures reasonably necessary to secure it and protect its integrity and confidentiality. To do so, at a minimum, the Contractor must:

- i. store the Personal Information electronically so that a password (or a similar access control mechanism, such as biometric access) is required to access the system or database in which the Personal Information is stored;
- ii. ensure that passwords or other access controls are provided only to individuals who require access to the Personal Information to perform the Work;
- iii. not outsource the electronic storage of Personal Information to a third party (including an affiliate) unless the Contracting Authority has first consented in writing;
- iv. safeguard any database or computer system on which the Personal Information is stored from external access using methods that are generally used, from time to time, by

prudent public and private sector organizations in Canada in order to protect highly secure or sensitive information;

- v. maintain a secure back-up copy of all Records, updated at least weekly;
- vi. implement any reasonable security or protection measures requested by Canada from time to time; and
- vii. notify the Contracting Authority immediately of any security breaches; for example, any time an unauthorized individual accesses any Personal Information.

**g) Appointment of Privacy Officer**

The Contractor must appoint someone to be its privacy officer and to act as its representative for all matters related to the Personal Information and the Records. The Contractor must provide that person's name to the Contracting Authority within 10 days of the award of the Contract.

**h) Quarterly Reporting Obligations**

Within 30 calendar days of the end of each quarter (January-March; April-June; July-September; October-December),

the Contractor must submit the following to the Project Authority and the Contracting Authority:

- i. a description of any new measures taken by the Contractor to protect the Personal Information (for example, new software or access controls being used by the Contractor);
- ii. a list of any corrections made to Personal Information at the request of an individual (including the name of the individual, the date of the request, and the correction made);
- iii. details of any complaints received from individuals about the way in which their Personal Information is being collected or handled by the Contractor; and

the Contractor must submit the following to the Project Authority:

- iv. a complete copy (in an electronic format agreed to by the Project Authority and the Contractor) of all the Personal Information stored electronically by the Contractor.

**i) Threat and Risk Assessment**

Within 90 calendar days of the award of the Contract and, if the Contract lasts longer than one year, within 30 calendar days of each anniversary date of the Contract, the Contractor must submit to the Contracting Authority a threat and risk assessment, which must include:

- i. a copy of the current version of any request for consent form or script being used by the Contractor to collect Personal Information;
- ii. a list of the types of Personal Information used by the Contractor in connection with the Work;
- iii. a list of all locations where hard copies of Personal Information are stored;
- iv. a list of all locations where Personal Information in machine-readable format is stored (for example, the location where any server housing a database including any Personal Information is located), including back-ups;
- v. a list of every person to whom the Contractor has granted access to the Personal Information or the Records;
- vi. a list of all measures being taken by the Contractor to protect the Personal Information and the Records;
- vii. a detailed explanation of any potential or actual threats to the Personal Information or any Record, together with an assessment of the risks created by these threats and the adequacy of existing safeguards to prevent these risks; and
- viii. an explanation of any new measures the Contractor intends to implement to safeguard the Personal Information and the Records.

j) **Identifying Purposes and Use of Personal Information (Privacy Notice)**

The Privacy Notice is necessary to ensure that employees are fully informed with respect to the collection, use, disclosure and retention of their personal information.

The Contractor's Privacy Notice must include the following:

- i. The purpose for the collection;
- ii. The uses and disclosures that are consistent with the original purpose;
- iii. The legal or administrative consequences for refusing to provide the personal information;
- iv. The individual's rights of access to correction and protection of personal information; and
- v. Advising users of their right to file a complaint to the Privacy Commissioner of Canada regarding the Contractor's handling of the individual's personal information if they are not satisfied with the way in which the Contractor has addressed their concerns.

k) **Audit**

Canada may audit the Contractor's compliance with these supplemental general conditions at any time. If requested by the Contracting Authority, the Contractor must provide Canada (or Canada's authorized representative) with access to its premises and to the Personal Information and Records at all reasonable times. If Canada identifies any deficiencies during an audit, the Contractor must immediately correct the deficiencies at its own expense.

l) **Statutory Obligations**

The Contractor acknowledges that Canada is required to handle the Personal Information and the Records in accordance with the provisions of Canada's *Privacy Act*, *Access to Information Act*, R.S. 1985, c. A-1, and *Library and Archives of Canada Act*, S.C. 2004, c. 11. The Contractor agrees to comply with any requirement established by the Contracting Authority that is reasonably required to ensure that Canada meets its obligations under these acts and any other legislation in effect from time to time.

The Contractor acknowledges that its obligations under the Contract are in addition to any obligations it has under the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5, or similar legislation in effect from time to time in any province or territory of Canada. If the Contractor believes that any obligations in the Contract prevent it from meeting its obligations under any of these laws, the Contractor must immediately notify the Contracting Authority of the specific provision of the Contract and the specific obligation under the law with which the Contractor believes it conflicts.

m) **Disposing of Records and Returning Records to Canada**

The Contractor must not dispose of any Record, except as instructed by the Contracting Authority. On request by the Contracting Authority, or once the Work involving the Personal Information is complete, the Contract is complete, or the Contract is terminated, whichever of these comes first, the Contractor must return all Records (including all copies) to the Project Authority.

n) **Legal Requirement to Disclose Personal Information**

Before disclosing any of the Personal Information pursuant to any applicable legislation, regulation, or an order of any court, tribunal or administrative body with jurisdiction, the Contractor must immediately notify the Contracting Authority, in order to provide the Contracting Authority with an opportunity to participate in any relevant proceedings.

o) **Complaints**

Canada and the Contractor each agree to notify the other immediately if a complaint is received under the *Access to Information Act* or the *Privacy Act* or other relevant legislation regarding the

Personal Information. Each Party agrees to provide any necessary information to the other to assist in responding to the complaint and to inform the other immediately of the outcome of that complaint.

**p) Exception**

The obligations set out in these supplemental general conditions do not apply to any Personal Information that is already in the public domain, as long as it did not become part of the public domain as a result of any act or omission of the Contractor or any of its subcontractors, agents, or representatives, or any of their employees.

**q) Local Privacy and Security Laws**

- i. The laws of the countries with respect to privacy, data protection and security, access, intercept and related areas where the Work is to be performed may also apply to the Work performed by the Contractor. Such laws may be enacted after the commencement of this Contract. The Contractor must review the laws of the countries where the Work is to be performed under a Move Order and be satisfied that nothing in those laws derogates from, prevents compliance with or conflicts with any other obligation or requirement in this Contract. A written acknowledgement to this effect must be included in the detailed Move Order proposal to be provided 30 business days after issuance of a Move Order. Without limiting the generality of the foregoing, the Contractor must acknowledge in writing that the laws do not allow the government of that country or any other entity or person, to seek or obtain the right to intercept, view or copy any information relating to the Contract without first obtaining the written consent of Canada. Where the Contractor cannot provide such an acknowledgment in writing due to a conflict having been identified in the laws of one or more of the countries that are the subject of a Move Order, the Contractor must notify Canada and include a comprehensive description of such conflict in order to allow Canada the opportunity to assess its impact. In addition, the Contractor must make best efforts to develop and provide to Canada a mitigation strategy to address compliance.
- ii. Should the laws of the countries, where the Work is to be performed, be enacted or amended after such acknowledgement or notification has been provided by the Contractor, such that the applicable laws derogate from, prevent compliance or conflict with the requirements of this Contract, the Contractor must notify Canada, where possible in advance, and include a comprehensive description of such conflict in order to allow Canada the opportunity to assess its impact. In addition, the Contractor must make best efforts to develop and provide to Canada a mitigation strategy to address compliance.
- iii. Canada may, at its option, require the Contractor to provide a legal opinion with respect to the impact of the laws of such countries (from a lawyer qualified in such foreign country unless otherwise agreed) or may require the Contractor to pay for Canada to obtain such a legal opinion.
- iv. In the event that, during the term of this Contract, local laws are enacted with respect to privacy, data protection and security, access, intercept and related areas, the provisions of the Contract must continue to apply to the Contractor to the extent that they provide more rigorous protection of any Personal Information managed.

**ANNEX A – STATEMENT OF WORK**

**FOR**

**INTERNATIONAL**

**HOUSEHOLD GOODS AND EFFECTS RELOCATION SERVICES**

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## 1 – GENERAL

### 1.1. Introduction

Canada has employees and their families who are stationed around the world. Historically, approximately 1650 transferees are relocated to and from international locations each year. Each relocation may have several move requirements, e.g. air, sea, long term storage. The requirement is for the provision of International Household Goods and Effects Relocation Services (IHGRS) and Private Motor Vehicle (PMV) relocation services.

The IHGRS is a consolidated scope of work with the services to be provided to:

- a) Global Affairs Canada (GAC) and other departments and agencies for which GAC administers relocations;
- b) Department of National Defence (DND);
- c) Public Works and Government Services Canada (PWGSC) Central Removal Services (CRS) on behalf of all other departments and agencies; and
- d) Royal Canadian Mounted Police (RCMP).

The consolidation of relocation services under a single contract will provide Canada a turnkey solution and key management oversight for the delivery of IHGRS to its employees.

### 1.2. Scope of the Requirements

- a) The Contractor will provide services to manage and execute, on an as and when requested basis, the physical movement of the personal Household Goods and Effects (HG&E) and PMVs of relocating federal government employees (i.e. the Shipper) who are transferred to and from international destinations, without delays, loss or damage. The Contractor is responsible for all phases of the Work (door-to-door) to provide IHGRS.
- b) The Contractor provided services, in support of IHGRS, include the following phases:
  - i. Pre-move Consultation;
  - ii. Packing;
  - iii. Loading;
  - iv. Scaling;
  - v. Transportation;
  - vi. Storage
  - vii. Storage-in-Transit (SIT);
  - viii. Long Term Storage (LTS);
  - ix. Unloading;
  - x. Unpacking;
  - xi. Invoicing;
  - xii. Claim settlement services for optional insurance coverage:
    - 1. HG&E Replacement Cost Protection (RCP); and
    - 2. PMV Protection Coverage (PC).



- c) The scope of relocations covered by the Contract is for approximately 750 outgoing relocations and 750 incoming relocations annually, between Canada and international locations, plus approximately 150 cross posting relocations (i.e. between international locations). The majority of relocations occur between June and September. Relocations may involve air and/or sea shipments, and a LTS requirement in Canada.
- d) Historically over the course of a year, LTS lots will increase and after 2 to 3 years the total should be approximately 1600 HG&E lots stored in the NCR. The majority of these LTS lots originate and are delivered to locations in the NCR.
- e) LTS storage lots located outside of the NCR are handled under a separate contract and are not included within the scope of this Contract.
- f) The storage of PMVs is not included within the scope of this Contract.
- g) Shipments outside of the 100 km radius from locations in Canada will need inland transport to/from the sea or airport.

### **1.3. Historical Relocation Volumes**

Historical relocation volumes showing the total number of relocations are provided in the RFP. Canada does not warrant that this historical data provides an accurate indication of the total relocations in the future. The provision of these volumes does not represent a commitment by Canada or that Canada's future usage will be consistent with these volumes.

Historical data regarding cross postings has not been provided because the destination/origin of previous cross postings are no indication of the destination/origin of future cross postings.

### **1.4. Glossary**

The glossary and list of acronyms is provided in Annex G.

### **1.5. Distribution of Anticipated Moves**

For each move, the requirements for the provision of HG&E and PMV services may vary.

The Contractor agrees that:

- a) This Contract offers no guarantee of business or moves;
- b) Approximately 80 percent of the moves are to and from locations in the National Capital Region (NCR);
- c) In a typical year, approximately 80 to 85 per cent of the moves are executed between June and September, with the peak of activities occurring between the third week of June and third week of July annually;
- d) The Contractor must perform all moves allocated regardless of origin, destination or weight;
- e) Moves will be allocated in accordance with its allotted share of business, which is determined through the use of an equalization register as described in Annex D.
- f) The Contractor's initial business share at Contract award will be determined by rankings determined during the RFP evaluation process.
- g) The Contractor's continued business share is determined in accordance with the Value Index (VI) Model as described in Annex C;
- h) Certain geographic locations may experience heavier activity in one year and less in the next, and
- i) Reasonable effort will be made to apprise the Contractor of any known significant changes in requirements.

## **1.6. Interdepartmental Committee**

The Interdepartmental Committee (IDC) is directed by the Treasury Board of Canada to consolidate household removal contracts for Canada, and has as its primary function to advise the Project Authority (PA) regarding relocation policies. This guides the development of a cohesive contract that reflects the different departmental requirements.

The IDC for Household Goods Removal Services is:

- a) The internal governing body of Canada for the technical requirements of this Contract;
- b) Comprised of the 4 clients (i.e. GAC, DND, the RCMP, and CRS Division of PWGSC). Each client provides 1 representative, who is referred to as the Departmental Authority (DA);
- c) DND provides the Chair, and
- d) Manager of the system of record for this requirement, which is referred to throughout the Contract as the System. A description of the System and its communication protocols is provided in Appendix 10.

## **1.7. IDC Responsibilities**

The IDC:

- a) Provides the Project Authority (PA) with the list of Transportation Agents (TAs) for each of the government departments that issue Move Orders;
- b) Through its DAs, assists the TAs in such areas as daily operations, training, and resolution of Contract compliance/interpretation concerns;
- c) Tracks and monitors service failures and identifies negative trends for the Contractor to address through the PA. In addition, verifies the accuracy of the number of Service Failures issued during the reporting period in order to compile the VI results;
- d) Advises the Contractor through the PA of concerns with Contractor performance;
- e) Monitors and addresses areas of concern as indicated by the results of the VI or other relevant observations such as the reconciliation of the System's Business Distribution Register;
- f) May instruct the PA to conduct random checks of the information that the Contractor holds to verify that the limitations concerning the privacy of Shipper's personal information are being respected, in accordance with 4008 Supplemental General Condition – Personal Information (2008-12-12) and A9122C Supplemental General Condition - Protection and Security of Data stored in Databases (2008-05-12);
- g) Reviews and responds to Contractor objections/appeals to service failure decisions;
- h) Provides clarifications to the PA regarding technical aspects of this Contract, as required;
- i) Reviews and approves all documentation provided to Shippers by the Contractor;
- j) Updates the IDC-approved Pre-Move Information booklets (i.e. HG&E, PMV and for delivery out of LTS) and provides the Contractor with a copy;
- k) Reviews business cases, claims reports and other related information as described throughout the SOW, and
- l) Surveys Shippers to determine their level of satisfaction and any areas of concern related to the shipment of their HG&E, PMV as part of the VI calculation and monitoring of Contract compliance.

**1.8. Performance Review Meeting (PRM)**

- a) The Contractor must participate in an annual PRM with the PA, DAs and CA and any other invitees deemed appropriate by Canada. Additional meetings may be required to respond to urgent contractual issues or concerns. Appropriate Contractor personnel must attend the PRM with the PA. Appropriate Contractor personnel will be determined by the Agenda items to be discussed.
- b) The PRM will be held in the NCR, unless an alternative location is mutually agreed upon;
- c) The purpose of the PRM is to review Contractor performance and to address any issues. Specific agenda items may be proposed in advance by any of the attendees;
- d) The PA reserves the right to hold a general sessions, with representatives with both IHGRS contractors in attendance, or to hold individual meetings with each contractor;
- e) The PRM will provide feedback regarding overall performance as well as identification and resolution of outstanding issues. As described in Appendix 5, the Contractor must provide a report on the quality assurance improvement activities advanced during the preceding period. If the PA determines that required Continuous Improvement (CI) initiatives are not being adequately demonstrated or having the desired effect, a separate ad hoc (out of cycle) meeting will be convened to address the shortcoming;
- f) The Contractor must follow-up on any assigned action item raised during the meetings; and
- g) The PRM will be held following the end of the VI cycle and will address the results of the VI.
- h) In preparation for a PRM, the PA prepares, in consultation with the Contractor, and distributes the PRM Agenda, listing the discussion items to be covered:
  - i. The Agenda will include: The purpose of the meeting, date, time, location, attendees' names, titles, and list the discussion items; and
  - ii. The discussion items must include the following sections: Opening Remarks, Agenda Review, Review of Previous Minutes (if applicable), Open Discussion Items, New Discussion Items, Review of Action Items, Next Meeting, and Closing remarks.
- i) Following the PRM, the Contractor must prepare and distribute minutes of the meeting, which must include:
  - i. The purpose of the meeting, date, time, location, attendees' names, titles, and a detailed record of the proceedings, discussions, decisions, and action items from the meeting;
  - ii. All minutes must be approved and signed off by the Contractor's PDM, and are subject to the approval of the PA and the CA.

## 2 - SCOPE OF WORK

### 2.1. Requirements

The Contractor must arrange, administer and manage the complete movement of HG&E and PMVs to provide a door-to-door service within the scope of this Contract. This Contract specifically excludes LTS of PMVs, as well as LTS of HG&E outside of the NCR. The Contractor must ensure the timely and safe handling, and transport of HG&E and PMVs in compliance with the Guaranteed Transit Time (GTT) as follows:

- a) All shipping regulations pertinent to the mode of transport and regulations of the origin and destination countries including any countries where a shipment must transit must be complied with. For example, shipments of HG&E may include foodstuffs which may in turn restrict certain routing selections (e.g. United States of America (USA) restrictions on foodstuffs may cause extreme delays).
- b) Foodstuffs will generally not form part of an air shipment but there may be exceptions, for example where a location is designated as all-air or where medical factors are at play.
- c) This Contract takes precedence over all other stipulations in carrier terms and conditions and Bills of Lading;
- d) Shipments of HG&E and PMV(s) should be amalgamated by default; however, for certain destinations, separation of the two may be required for customs clearance purposes.
- e) Smaller shipments belonging to separate Shippers may also be consolidated in one container if the origin, destination and shipping time frame are within reasonable parameters, i.e. within a week or two of each other. The Contractor must identify to Canada shipments that can be consolidated.
- f) Shipper's effects may be shipped by both air and sea. The default mode of shipment is by sea. Where the anticipated delivery time for the sea shipment is long, Canada may also authorize an air shipment for household essentials. Due to long delivery times and/or other logistical issues, certain GAC Mission locations are designated by Canada as "all air" Missions, in which case the entire shipment will be sent by air freight. In rare circumstances this may also extend to shipment of PMVs.
- g) In some instances it may be possible to transport by road between international locations (e.g. for cross postings or from Canada to Mexico); however, Canada reserves the right to select the mode of transport between these locations. For ground transport between overseas locations, the exclusive-use full truck load will normally be used unless otherwise specified in the Move Order.
- h) The Contractor should refer to the provisions of the Book of Shipping Instructions (BSI) where there are specific instructions for treatment of a diplomatic shipment. GAC maintains a BSI with contact information and particulars for shipping diplomatic effects for most Missions globally. The BSI for each Mission may be found at <TBD>.

**Note to Bidders:** A link to the BSI website will be provided in the RFP; however, at this time an example can be found at Appendix 11.

- i) The Contractor must monitor the movement of the shipment as per Annex A 2.7 in order to meet defined Transit Times as outlined in Appendix 2 of this Annex and as required as part of the QA Program.
- j) RCP may be required as stipulated in the Move Order.
- k) Shipping documentation must be included in the rates for services as required from origin to destination.

- l) Canada reserves the right to request cost comparisons for different modes to determine the most economical method of shipment.
- m) Split Shipments: If a shipment requires more than one container, then the shipment is deemed to have arrived once all containers are at destination. The GTT is based on the arrival of the final container.
- n) Origin Services HG&E include: the Pre-move Consultation; pre-packing; packing; physical handling of HG&E between the residence and the conveyance; loading; scaling; Inland transportation up to 100 km, shuttle service; parking permits; hoisting; lowering; rigging; up to 10 days of SIT including warehouse handling if required, e.g. while awaiting accreditation, awaiting amalgamation with wholesale food supplier such as Costco, any other services that are required to execute the move that may not be otherwise specified.
- o) Destination Services HG&E include: the physical handling of HG&E between the residence and the conveyance; waiting time; unloading; unpacking; shuttle service; scaling if required; parking permits; hoisting; rigging; up to 10 days of SIT if required, including warehouse handling while awaiting clearances or otherwise required; and any other services that are required to execute the move that may not be otherwise specified.
- p) Origin Services PMV: includes Pre-move Consultation; Red Book valuation (alternative valuations to be provided by Shipper); Vehicle Conditioning Report at origin; pick up of vehicle at Origin or as stated in the Move Order; physical handling of PMV at origin; loading; blocking and bracing, as required; transportation within 100 km of origin; up to 10 days of SIT; crew costs; and any other services that are required for the transport of the PMV to the port or designated storage location and documentation preparation.
- q) Destination Services PMV: rate includes acceptance of vehicle at destination; transportation within 100 km of destination; unblocking and bracing, unload container as required; completion of the Vehicle Condition Report (VCR); cleaning for visual inspection by Shipper at residence; and secured storage for up to 10 days (SIT).
- r) Freight Services include: port to port transportation, port handling services including storage awaiting loading and inland transport as necessary to identified destination city (overseas locations); customs clearance and handling required to facilitate customs clearance procedures; and any other service required in order to comply with shipping regulations for air/ocean/ground freight services, including any transaction fees (e.g. administration, banking, courier costs) and translation costs.
- s) Ground Transport Services include: transportation to/from the sea port, airport or warehouse (for LTS) if origin/destination is greater than 100 km from the origin or destination city centre.
- t) Coordination Working Hours – Local Services:

The Contractor must coordinate HG&E and PMVs movement services and assist the TA and Shipper between 0800 hours to 1600 hours (local time of the TA or Shipper as necessary), during the normal local work week, e.g. Monday to Friday, Tuesday to Saturday, etc., excluding officially recognized Canadian Federal Government holidays (<https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/pay-centre-pay/feries-holidays-eng.html>).

Contractors are expected to be flexible in arranging service appointments with the Shipper outside the above hours, when necessary.

- u) Clarification Working Hours – Departmental or PA:

When required, the Contractor must make requests for clarification to the DA/PA between 0800 hours and 1600 hours Eastern Standard Time (EST), Monday to Friday, excluding officially recognized Federal Government holidays.

- v) Communication Methods and Response Times:

The Contractor must:

- i. Provide dedicated telephone, facsimile and e-mail services to permit accessibility; and
- ii. Acknowledge or respond to all transmissions, including System transmissions, within 60 minutes between 0800 hours to 1600 hours (TA time).

w) HG&E Safekeeping:

The Contractor must:

- i. Use all reasonable precautions to protect HG&E and PMVs from damage and loss;
- ii. Use appropriate handling equipment when moving/loading HG&E; and
- iii. Protect all HG&E from the elements (e.g. rain, snow and sun) and from theft at all times.

x) Residence Safekeeping: The Contractor must properly protect the residence from damage. The Contractor is liable for replacement/repair costs for damage to the origin and destination property caused by the Contractor. This also applies to any damage caused by the Contractor to adjacent/surrounding property.

The Contractor must expeditiously address claims for damage to property, as follows:

- i. Damage at origin:  
The Contractor must obtain the contact details of the owner, and arrange for the repair and/or replacement of damaged property within 10 business days from the Date Service Required (DSR) date.
- ii. Damage at destination:  
Separate from the HG&E claim, the Shipper will submit a claim for any damage within 7 calendar days of the delivery date and all damages must to replaced/repared by the Contractor within 20 business days from the date the damage is reported.

## 2.2. Contractor Responsibilities

The Contractor must:

- a) Be responsible for all phases of the provision of IHGRS as described herein;
- b) Deliver all services, including printed materials, in the Shipper's official language of choice (i.e. English or French);
- c) Retain a designated National Director as described in this SOW and in section 7.8 of the Contract;
- d) Ensure the availability of a back-up resource for the National Director in the event of a temporary absence (e.g. vacation), to ensure that there is a seamless delivery of services;
- e) Maintain a record of all Service Failures (SF) issued by Canada and verify the accuracy of the type and count for VI compilation purposes;
- f) Maintain organizational flexibility to respond to changing activity levels, thereby ensuring the sustainment of the quality of the services being provided;
- g) Maintain the organizational chart (including identified key personnel) that was included with the Contractor's bid submission. The PA must be notified of any change to this framework and provided with an updated version;
- h) Finalize the Quality Assurance (QA) Plan, in consultation with the PA within 10 business days following award of the Contract. A description of what is required is included in Appendix 5;

- i) Maintain and adhere to the QA Plan throughout the Contract Period to actively monitor compliance with the terms of the Contract and take corrective action as necessary as a result of the VI results;
- j) Ensure that an adequate level of authority is delegated to permit the Contractor's personnel, at all levels, to be responsive and pro-active when dealing with all HG&E and PMV issues;
- k) Present to the PA any recommendations for changes to service delivery in a business case format with all supporting data and documentation;
- l) Work closely with the DA and the TA to develop workable solutions to daily challenges in meeting and maintaining the quality of the Work;
- m) Ensure that clear, concise, complete and timely information is provided to the applicable DA when addressing any issues of concern or appeals;
- n) Ensure that all documentation that will be presented to the Shipper is provided to the PA for review and approval prior to use. Minimum 10 business days review time is required; and
- o) Refrain from formally surveying Shippers on services performed by the Contractor. Canada has identified components of the VI to capture Shipper concerns.

### **2.3. Contractor's National Director Requirements and Responsibilities**

The National Director must:

- a) Have the authority to represent and make decisions on behalf of the Contractor with respect to the Work;
- b) Attend the Performance Review Meetings (normally one in each annual period); and
- c) Monitor, follow up and provide timely updates to the DA for any unusual situation (e.g. road closures due to forest fires, port strikes, major loss due to mould) that warrants increased awareness, visibility and attention due to the significance of the loss, damage or concern.

### **2.4. Contractor Requirements Related to the Shipper**

The Contractor must:

- a) Provide the Shipper with copies of all relevant signed documentation;
- b) Ensure that all Pre-move Consultation, pre-packing/packing, loading, unloading, and unpacking services commence no earlier than 0800 hours local time and cease no later than 2030 hours, unless mutually agreed otherwise;
- c) Obtain TA pre-authorization for delivery or unpacking on weekends or statutory holidays if mutual agreement between the Shipper and the Contractor has been obtained, and provided there is no additional cost to Canada;
- d) Confirm with the Shipper, at least 24 hours prior to service delivery, the exact timing of when the pre-packing, packing, loading, unloading and unpacking services will be rendered;
- e) Adhere to the mutually agreed upon times;
- f) Promptly notify the Shipper of any delays in excess of 1 hour. The total delay must not exceed 4 hours from the agreed times; and
- g) Notify the Shipper immediately when a HG&E or PMV shipment has incurred loss or damage.

### **2.5. Contractor Requirements Related to the TA and DA**

The Contractor must:



- a) Notify the TA immediately when services cannot be completed between 0800 hours and 2030 hours to inform the TA of the proposed mitigating strategy; and
- b) Notify the DA immediately by telephone, followed by a written notice within 24 hours of any major incident and service interruption, including mitigating steps and corrective action taken. Major incidents include:
  - i. Transportation accidents where injury, loss or damage has occurred;
  - ii. Major automation failures (System is down for 12 hours or greater);
  - iii. Break and entry and/or theft involving HG&E or PMV shipments;
  - iv. Major incident with a Shipper such as an altercation, theft or serious disagreement;
  - v. Mechanical breakdowns (24 hours or greater); and
  - vi. Loss or major damage (i.e. over \$5,000) to residences or when there is uncertainty as to the estimated damages to the Shipper's HG&E or PMV.
- c) Notify the TA immediately by telephone, followed immediately written notice should any delays in a shipment occur.

## **2.6. Move Orders**

Move Orders are the method by which a Contractor is made aware of a relocation that they have been allocated.

- a) Canada will use the System described in Appendix 10, or some other method of sending Move Orders (i.e. emails, fax, courier) to communicate HG&E, LTS, and PMV shipment requirements with the Contractor;
- b) For System generated Move Orders, the Contractor must acknowledge receipt, including the date and time of receipt, within 60 minutes of the Move Order and relevant revisions being transmitted;
- c) When the transmittal of Move Orders and relevant revisions takes place by email or facsimile, e.g. when the System is down, the Contractor must comply with the electronic communications deadlines described in section 2 of this SOW, with the exception of acknowledging receipt within 60 minutes (as described in b above);
- d) The DSR and mode of transport will be specified in the Move Order. The Contractor may request a DSR date change from the TA when deemed necessary and substantiated. This request must be submitted via email at least 5 business days prior to the original DSR date;
- e) For LTS lots, the Contractor may receive a Move Order for delivery of specific boxes without the Shipper in attendance;
- f) The Shipper may require access to LTS lots and the access must be pre-approved by the TA. Any change in stored weight must be noted and transmitted to the TA via the System;
- g) The Contractor must provide no later than 10 business days after receipt of the Move Order the weight estimate and confirm the Guaranteed Transit Time (GTT) as per the Contract. In the case of a cross posting provide a transit time for those move elements requiring quotes; and
- h) The PA reserves the right to manually assign a Move Order in an effort to ensure cost effectiveness, optimal move coordination and provide quality service to the Shipper(s). For example:
  - i. When a long haul or local move is booked to deliver a shipment from LTS, it will be manually assigned to the contractor holding the LTS lots; and
  - ii. When there is an international move and a shipment required into LTS, the move will be assigned to the same contractor.



## 2.7. Unspecified Locations/Cross Postings

- a) When ground transport is possible and selected then Origin Ground Transport rates will apply.
- b) Rate Quotations must be provided by the Contractor in the following circumstances:
  - i. When a location is not specified and/or cannot be accommodated as per the rate tables; and/or;
  - ii. When there is a cross posting i.e. the freight transportation segment is missing from the rate tables;
- c) The quotation must include the GTT for the new transportation segment in order to compile a complete GTT;
- d) The freight quote must include inland transportation to destination city centre and all other services included at 2,1 r.
- e) The quotation must be submitted to the DA/PA for price verification and approval. Canada reserves the right to request support documentation and any other additional documentation (e.g. secondary quotations, transport pricing lists, etc.) as deemed necessary to substantiate that the quotation is fair and reasonable; and
- f) If Canada is not satisfied that the quotation is fair and reasonable, it reserves the right to use an alternative source of supply outside of this Contract for unspecified locations / cross postings.

## 2.8. Pre-move Consultation

The Pre-move Consultation is normally the initial face-to-face contact between the Contractor and the Shipper that sets in motion the HG&E or PMV shipment process from the Shipper's point of view. Early identification of issues at this initial stage can prevent and reduce problems that could arise during the move.

The Contractor must:

- a) No later than 7 business days after receipt of the Move Order, provide the Shipper with the *Pre-move Information Booklet(s)* and:
  - i. conduct a face-to-face Pre-move Consultation at the Shipper's residence and review the contents in detail with the Shipper to ensure the process is understood; or
  - ii. if approved in advance by the TA, conduct a detailed telephone Pre-move Consultation, in lieu of the face-to-face consultation;
- b) Request approval from the TA to delay conducting the Pre-move Consultation if the prescribed time limit cannot be met, provided that an alternate date can be agreed upon with the Shipper;
- c) Advise the Shipper that HG&E must be easily accessible and viewable as required to ensure that an accurate move estimate can be performed;
- d) Notify the TA immediately to determine the appropriate course of action (e.g. TA authorized move delay) when the Contractor determines that a complete and accurate Pre-move Consultation cannot be conducted. For example, this would include a situation where hoarding by a Shipper is evident;
- e) Inform the Shipper of all supporting documentation required to allow for the HG&E and/or PMV to be transported to the destination location;
- f) Advise the Shipper of any inadmissible items, items that are only accepted in limited quantities, and items that the Shipper is responsible to prepare for shipping that were identified during the Pre-move Consultation;

- g) Explain to the Shipper limitations of coverage regarding either common carrier insurance or RCP/PC as applicable:
  - i. the limitations of the coverage;
  - ii. availability and cost of additional coverage, if required;
  - iii. all relevant exclusions (e.g. currency and jewellery);
  - iv. any special requirements for items of high value such as artwork and cameras;
  - v. damage claim filing instructions;
  - vi. time limits for claiming;
  - vii. Contractor claim department contact information (RCP/PC) or third-party insurance provider as applicable (self-insurance only); and
  - viii. that the signing of the inventory listing and/or the unpacking certificate does not preclude claims for loss or damaged of packed items where the loss or damage is not annotated at the time of delivery;
- h) Obtain the Shipper's signature or confirmation of receipt of the information on the RCP/PMV protection coverage and conditions as per Appendices 8 and 9;
- i) Provide the Shipper with a list of all major articles and appliances that require servicing and certification prior to, or on, the final day of packing. The Shipper is to be advised of their responsibility to make these major articles and appliances accessible for servicing/certification and to provide the blocking materials as requested on load day;
- j) Provide the Shipper with a copy of the weight estimate no later than the next business day after the date of the Pre-move Consultation;
- k) Contact the TA immediately via telephone or email when the estimated weight exceeds the weight limit specified on the Move Order;
- l) Ensure the Shipper is aware that they are to contact the Contractor immediately if any items are removed or added to the shipment after the Pre-move Consultation;
- m) Provide the weight estimate and any amendments before the DSR date and provide any revised weight estimate to the TA via the System and the Shipper;
- n) Confirm with the Shipper, no later than 5 business days prior to DSR, that all required documentation is complete, including valuation of PMVs if required; and
- o) Advise the TA if all documentation is not in order 5 business days prior to the DSR to facilitate rescheduling or alternate arrangements as necessary.

## **2.9. Pre-Packing/Packing**

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

The Contractor may repack any containers packed by the Shipper. Regardless of whether the Contractor chooses to repack a container, the Contractor is liable for the items once the Contractor has taken possession of the items for shipment.

The Contractor may request that the TA approve that a pack and load occur on the same day (i.e. the DSR date).

Pre-Packing may be authorized when a move is very large or time for pack is limited, as long as the items being packed do not require the Shipper to occupy hotels, and still allows the Shipper to prepare meals.

The Contractor must:

- a) Ensure the preparation and certification of major articles and appliances for shipment, as per Appendix 1, Rule 4, is completed without interfering with packing;
- b) Provide packing services in accordance with Appendix 3 and as described in the QA Plan. This includes attics and crawl spaces in Private Married Quarters (PMQs) located at Borden and Kingston;
- c) Label the boxes (not on the packing tape) indicating general contents, the room it came from, and the Shipper name;
- d) Complete packing on the day prior to DSR date. Unless a pack and load is approved by the TA on the same date, the cut-off time for changes to the weight estimate remains the day before the DSR, unless the TA approves exceptions (e.g. Shipper designated a representative); and
- e) Schedule the pre-pack date and timings with the Shipper, preferably during the Pre-move Consultation, but no later than 3 weeks prior to the DSR date.

## **2.10. Loading**

The Contractor is responsible for Loading. As required, the Contractor must, at a minimum, perform the following: hoisting, lowering, rigging, and the obtaining of parking permits.

Pre-Loading may be authorized by the TA when a move is very large or time for loading is limited. In this case, the items must have already been packed.

Creation of inventory listings must comply with Appendix 1, Rule 11.

The Contractor must:

- a) Request approval from the TA to perform pre-loading services on the day prior to the DSR date for shipments with an estimated weight greater than 7,000 kg, or when deemed necessary by the TA. Once authorized, the Contractor is to advise the Shipper that approval has been granted by the TA and must complete all packing services prior to pre-loading;
- b) Advise the TA when dropping a trailer at the Shipper's residence for loading;
- c) Disassemble pieces of furniture and any other items as required unless specifically excluded in Appendix 3 (e.g. cribs). The Shipper is to provide the Contractor with instructions on how to disassemble and assemble any furniture piece that requires complex disassembly to move (e.g. heavy and large wall unit);
- d) Tag and condition the HG&E, with the Shipper's participation, explaining any codes used for conditioning so that the Shipper understands what he/she is signing;
- e) Place any packed firearms in an accessible part of the van or container to facilitate inspection by a Customs Agent or other government officials;
- f) Provide the Shipper with a copy of the inventory listing and the Bill of Lading, which is to be signed and dated by both the Contractor and the Shipper; and
- g) Remove any accumulated unused packing materials and other debris incidental to packing from the Shipper's residence.

## **2.11. Transportation**

Transportation of HG&E encompasses the transport via any mode (sea, air, land) either to/from international locations or LTS and is inclusive of the use of public ferries, toll roads and shuttle service.

The Contractor must:

- a) Provide a prime mover and van or container in accordance with Appendix 4, and

- b) Ensure that arrangements (i.e. air, sea, ground transport) are performed in accordance with instructions in the BSI.

## **2.12. Delivery/Unloading**

### **a) Delivery Authorization**

The Contractor must contact the TA to obtain delivery instructions once the HG&E shipment has arrived at destination country and the Shipper has cleared the shipment through the applicable authority. Instructions will normally be provided within 3 hours and delivery can be effected with the following conditions:

- i. Arrival at the destination city, country ends the GTT, so delay on the part of the Shipper to clear the shipment will add time to the GTT and must be noted on the invoice package;
- ii. Some countries have very restrictive clearance and registration procedures for PMVs. If additional services (e.g. shuttling/towing to/from a registration facility) are needed beyond those described in Section 2.0 of this document to get the vehicle authorized for road operation, the additional services are to be charged directly to the Shipper and are not included in the Destination Services under this SOW. In some instances, the TA may authorize that the additional services be invoiced to Canada. The Contractor will be reimbursed for these additional services at cost, with no allowance for profit and/or administrative overhead;
- iii. The Contractor must confirm the delivery date and time with the TA; and
- iv. The delivery date must be strictly adhered to once agreed upon.

### **b) Delivery**

The Contractor must:

- i. Perform delivery of HG&E at the principal residence address at destination;
- ii. Perform the delivery at a pace that allows the Shipper to mark off the items being delivered and note any damage as observed;
- iii. Obtain authorization from the TA when Shipments (e.g. trailers, containers) need to be dropped off at the Shipper's residence;
- iv. Unload and place HG&E in the corresponding rooms as per the label on the boxes, or as directed by the Shipper;
- v. Re-assemble pieces of furniture and any other items that were disassembled at origin by the Contractor;
- vi. Prepare major articles and appliances for use as outlined in Appendix 1, Rule 4;
- vii. Assist the Shipper in annotating visible damage and/or loss on the inventory listing prior to the Shipper signing for receipt of HG&E;
- viii. Immediately annotate damaged cartons on the inventory listing;
- ix. Provide the Shipper with a copy of the signed inventory listing before departing the residence. The signing of the inventory listing at this time does not preclude any claim for damage and/or loss where damage is not readily visible at the time of delivery. The signatures required are those of the driver/crew chief and the Shipper;
- x. Sign and date the Bill of Lading; and
- xi. Request the Shipper sign the Bill of Lading.

**2.13. Unpacking**

Unpacking services include the unpacking of all HG&E, major articles and appliance re-certification, uncrating and removal of all packing material/debris.

The Contractor must:

- a) Commence unpacking services no later than the next business day after unloading;
- b) Unpack the contents of all china barrels, cartons and crates at an appropriate pace to avoid overwhelming the Shipper and to allow the Shipper a manageable period of time to put items away in an organized manner as the contents are unpacked;
- c) Remove all packing material and empty moving containers from the residence on completion of unpacking. If an additional pick-up of packing material is requested by the Shipper, the Contractor must provide this one-time service within 5 business days of completion of unpacking. This request must be made within 30 days of the delivery date. If the Shipper has not protected the packing material and empty cartons from inclement weather, this service may be declined by the Contractor;
- d) Perform the re-certification of the major articles and appliances. For small shipments that are delivered and unpacked on the same day, the Contractor may perform the re-certification 24 hours after delivery to allow time for the appliances to acclimate and settle, e.g. a refrigerator; and
- e) The Contractor is not responsible for disposal of packing material and empty cartons if the unpacking services are refused by the Shipper. This in no way limits the Shipper's ability to submit a claim for damages if they are discovered while unpacking.

**2.14. Unpacking Documentation**

Loss/Damage Packed Items Form:

The Contractor must:

- a) Assist the Shipper in annotating all losses and/or damages on the PA approved "LOSS/DAMAGE PACKED ITEMS" form; and
- b) Provide a copy of the completed form to the Shipper.

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

For international shipments (sea, air or ground) requiring crates or lift vans (i.e. not applicable to LTS), they will be included in the scaled weight.

The Contractor must:

- a) Use the actual scaled weight (not air chargeable) from the air waybill as the scaled weight for billing of origin/destination and ground transport charges for air shipments;
- b) Scale within 80 km radius of origin or destination for LTS shipments or ground shipments (e.g. Mexico);
- c) Using the same prime mover and van pair;
- d) Provide actual weight for sea shipments as follows:
  - i. Scale within an 80 km radius of origin or destination. When there are no scales within 80 km, Safety of Life at Sea (SOLAS) weights may be used;
- e) Ensure that the vehicle (e.g. moving truck) has full fuel tanks prior to scaling. An allowance of up to 20 percent of a tank is permitted to account for fuel contraction within the fuel tank and for the amount of fuel consumed in the distance traveled from weigh scale to/from the residence. If challenged by the Quality Control Inspection (QCI) person, the onus is on the

Contractor to demonstrate that the tanks are full by providing all supporting documents and allowing inspection;

- i. SOLAS scaled weights less the tare weight (as identified by a photo of the sea container weight tag) for sea shipments when there is no scale within 80 km radius of origin or destination for billing;
- f) For moves with no scale at origin or destination and no SOLAS weight and/or when a shipment was not scaled in accordance with the Contract, use the constructive weight or estimate weight, whichever is less, for billing purposes. See Appendix 1, Rule 11 – Constructive Weight Calculation;
- g) In instances where the HG&E and PMV are in the same container, the weight of the HG&E shipment is determined as follows:
  - i. Using the PMV Gross Vehicle Weight contained in the *Sanford Evans Motor Vehicle Data Book* or from vehicle registration documentation, which must be deducted from the actual weight of the shipment; or
  - ii. Scaling the HG&E shipment prior to loading the PMV.

## **2.16. Weigh Scale Criteria and Scaling Documentation Requirements**

The Contractor must ensure that:

- a) Each of the scale tickets contains all of the following, clearly legible pieces of information:
  - i. Name of the Shipper;
  - ii. Name and address of the scale;
  - iii. Name of the driver;
  - iv. Tare and gross weights;
  - v. Time and date annotation for each scaling operation;
  - vi. Signature, electronic or otherwise, of the Scale Master;
  - vii. Move Order #; and
  - viii. Tractor license plate number;
- b) Scales that produce handwritten tickets are only to be used if there are no scales available at origin, or destination, that produce printed tickets;
- c) If a scale which produces handwritten tickets is the only scale available at origin or destination, that all of the information requirements listed in subsection a. above are included; and
- d) The scale is capable of accepting the full length of the conveyance.

## **2.17. Scaling at Origin**

The Contractor must ensure that all shipments are scaled in accordance with the following procedures in addition to those stated in section 2.15:

- a) Obtain the tare weight no more than 24 hours prior to DSR;
- b) Obtain the gross weight no more than 24 hours after DSR;
- c) Obtain tare and gross weights at the same weigh scale;
- d) select a weigh scale with hours of operation that meet both scaling requirements;
- e) When the load date is on at the end of the work week (e.g. Friday), obtain the tare and gross weight on a weigh scale which is open upon completion of loading, or on the following day (e.g. Saturday). If there are no scales which are open upon completion of loading or on the

next day, the Contractor is authorized to weigh gross and tare weight at destination as outlined in section 2.15 above;

- f) Contact the TA immediately by telephone and email when the net weight obtained (i.e. gross weight less the tare weight) exceeds the weight limit specified on the Move Order, or when the Contractor suspects a scale is providing an inaccurate weight; and
- g) Scale at destination when there are no scales are within an 80 km radius of origin.

## **2.18. Scaling at Destination**

The Contractor must ensure that all shipments are scaled in accordance with the following procedures in addition to those stated in section 2.15:

- a. Obtain the gross weight no more than 24 hours prior to delivery to residence;
- b. Obtaining the tare weight no more than 24 hours after delivery; and
- c. Select a scale with same criteria as 2.16.

With the exception of filling fuel tanks.

## **2.19. Storage**

The Contractor must ensure that the HG&E is only stored in warehouse facilities that meet the requirements described in Appendix 6.

The Contractor must grant Canada access to inspect a warehouse or LTS lots at any time.

### **a) Storage-In-Transit**

The Contractor must only request for SIT to be authorized when more than 10 calendar days SIT are required. SIT is short-term storage either in a warehouse or in the van at origin or destination that is required when the Shipper:

- i. Residence is not available to receive the HG&E shipment once it has arrived; or
- ii. Needs to proceed in advance of the HG&E for foreign clearance purposes; and
- iii. Movement of HG&E Out of SIT:
  - 1) The Contractor must inform the TA when removing HG&E from the approved SIT location; and
  - 2) For deliveries out of SIT, the TA must inform the Contractor at least 2 business days prior to the required delivery date, if no prior delivery date arrangements have been made.

### **b) Long Term Storage**

LTS is required for the majority of relocations from Canada to international locations.

- i. There may be instances where storage of unrestricted firearms is needed (e.g. cross bows, hunting rifles) in which case the Contractor is to have the appropriate insurance for storage of such items which are contained in the LTS lots;
- ii. Canada intends to consolidate LTS lots of a Shipper with the same Contractor. The Contractor must accept LTS lots from a third-party to its warehouse without charging a cross docking fee. The Contractor may inspect the lots for potential damage for the purpose of RCP if applicable, at the rate indicated in Table 6 Annex B;
- iii. At the end of this Contract, if the follow-on contract is not awarded to the (current) Contractor, the Contractor must transfer Canada's LTS lots to a new (incoming) contractor. When such a transfer is required, the (outgoing/current) Contractor will be compensated in accordance with the Canadian Inland Transportation Rate; and



- iv. The Contractor must provide LTS warehouse facilities in the NCR for those shipments to/from the NCR as follows:
  - 1) Provide bonded storage when the Shipper is cross posted to a different international location and LTS is shipped back to Canada to be held in bonded storage for a prolonged duration (e.g. exceeding 40 days allowed by Canada Border Services Agency (CBSA));
  - 2) Provide the Shipper with access to his LTS lot(s) upon approval of the TA;
  - 3) Ship a portion of the LTS internationally as identified on a Move Order. In the case of a bonded lot, this does not apply;
  - 4) When an LTS lot is established or changed, promptly provide the TA with the location of the warehouse selected for storage, the scaled weight, and the LTS start date or date of change;
  - 5) Maintain an up-to-date list of all HG&E LTS lots and its locations;
  - 6) Notify the TA of weight changes to LTS lots including what has been added or deleted from the inventory list;
  - 7) Scale a shipment prior to delivery/shipment when the LTS lot was accessed by the Shipper;
  - 8) Advise the DA a minimum of 30 calendar days in advance of the transfer of LTS lots; and
  - 9) Inform the Shipper in writing of the new warehouse address and contact information when LTS is transferred.
- v. All LTS resulting from this Contract will be deemed to be stored within 100 km of the Ottawa city centre.
- vi. Moves originating outside 100 km from the Ottawa city centre will be stored under a separate contract.

## **2.20. Private Motor Vehicle Shipment Services**

The Contractor must administer and manage PMV shipping services and activities as follows:

- a) PMVs must be plated for current operation on the road and in good operating condition. A decrepit PMV must not be shipped at Canada's expense. If the Contractor is concerned with the operating condition of the PMV, the Contractor is to inform the TA. The TA will address the identified concerns with the Shipper, who will then be required to provide the Contractor with a copy of the valid safety inspection certificate, e.g. provincial or state certification. The Contractor must accept a PMV that is in safe operating condition, regardless of the vehicle's age;
- b) The Contractor must ensure the timely and safe transportation of PMV shipments in accordance with the GTT;
- c) The default for shipping a PMV is that it be included in the same container as the HG&E. Canada may provide direction to the Contractor to ship the PMV in a separate container or using the Roll On – Roll Off (RO-RO);
- d) If, based on the origin and destination PMV odometer readings, the PMV was driven more than 30 km while in the possession of the Contractor, without the Shipper's permission, the Contractor must compensate the Shipper the kilometric allowance (high rate) in accordance with the Treasury Board Travel Directive, as well as any other charges or fees, such as but not limited to tolls, traffic fines, charges, incurred that may otherwise be directed to the Shipper as the registered PMV owner.



e) Pre-Move Contact

The Contractor must, in addition to the Pre-move Consultation requirements at section 2.4 above:

- i. Contact the Shipper to confirm particulars of PMV(s), advise the Shipper of the cleaning for inspection purposes and the documentation requirements, and coordinate the PMV pickup time;
- ii. Advise the TA and the Shipper of the *Canadian Red Book* value based upon the move booking date and inform the Shipper that, if they do not agree with the valuation or if there is no valuation available in the Red Book, that the Shipper is to provide a professional appraisal valuation certificate prior to presenting the PMV for shipment. No PMV will be shipped without a valid valuation;
- iii. Transmit to the TA the shipping details for the PMV within 5 business days of the DSR. This is to include the name of car carrier, contact name and phone number, pick-up/delivery dates, and any special comments;
- iv. Advise the Shipper during the Pre-move Consultation of any items that Shipper needs to remove from the PMV and any tasks the Shipper is responsible to perform to prepare the vehicle for shipment (e.g. cleaning to Canadian Food Inspection Agency (CFIA) standards or equivalent); and
- v. Contact the Shipper at least 2 business days in advance of the DSR to reconfirm the timing for PMV pick-up at the Shipper's residence or other location that may be authorized by the TA.

f) Acceptance & Pick-up

The Contractor must:

- i. Ensure the PMV has been prepared for shipment in accordance with the Contractor's instructions;
- ii. If corrective action is required, provide instructions to the Shipper prior to accepting the PMV and notify the TA within 1 business day. The Shipper is responsible for subsequent arrangements to address any issue that has been identified in preparation for shipment. Once the PMV is accepted from the Shipper, the Contractor is responsible for its delivery. Any change to the GTT as a result of any delay in acceptance and pick-up is subject to the approval of the TA;
- iii. Complete the Vehicle Condition Report (VCR), which must be witnessed and signed by the Shipper. Copies of vehicle documentation are to be obtained from the Shipper who retains the originals;
- iv. Contact the TA immediately if there are any concerns regarding the condition of the PMV noted during the preparation of the VCR; and
- v. Obtain any special operating instructions from the Shipper to avoid potential issues en route.

g) Transportation

The Contractor must adhere to the GTT and:

- i. Annotate the location of the license plates on the VCR if they are removed for shipping purposes;
- ii. Contact the TA within 1 calendar day for agreement on the proposed course of action if a PMV becomes inoperable at any point during the shipment; and

- iii. Notify the TA on the same day, followed by a written notice within 1 calendar day, indicating the intervention and corrective action taken if there is major damage (over \$5,000) or complete loss of PMV, or break and entry/theft involving the PMV.

h) Delivery

The Contractor must:

- i. Contact the TA to obtain delivery instructions once the PMV has arrived at destination;
- ii. Wash/clean the PMV prior to delivery to the Shipper. The vehicle must be clean to enable the Shipper to perform an inspection;
- iii. Inspect the PMV with the Shipper to compare the condition to the VCR that was prepared at origin. Any variations must be clearly annotated on the VCR and be signed by both the Shipper and the Contractor; and
- iv. Provide starting assistance (e.g. battery boosting), at the time of delivery, to the Shipper for non-running vehicles.

i) PMV Reporting Requirements

The Contractor must provide the PA with:

- i. A quarterly PMV Claims Report on the final business day of the quarter as described in Appendix 9. Nil reports are required when no claims are filed in that period.
- ii. A Quarterly PMV Shipment Activity Report on the final business day of the quarter. The report must include:
  - 1) Move Order number;
  - 2) DSR and GTT;
  - 3) actual vehicle pickup date and actual delivery date;
  - 4) Origin and Destination;
  - 5) Vehicle value, including major original equipment manufacturer (OEM) optional equipment;
  - 6) The cost of any rental vehicle and the cause of the rental requirement (e.g. late delivery, loss or damage or some combination of these); and
  - 7) Any claim for damages or loss, as well as the settlement value, if applicable.

**2.21. Optional HG&E Replacement Cost Protection (RCP) and PMV Protection Coverage (PC) and Claim Settlement**

When selected, the Contractor must provide RCP for any loss and/or damage of HG&E and PC for PMVs in accordance with Appendix 8 and Appendix 9, respectively.

The Contractor must:

- a) Track loss/damage reports to ascertain and correct any unsatisfactory trends;
- b) Provide recommendations and action plans to address areas of high incidence of loss and damage;
- c) Provide comprehensive claim settlement services as detailed in Appendix 9;
- d) Provide the claims documentation at no charge to Canada on request;
- e) Make every reasonable effort to ensure that loss and damage is minimized; and

The PA will monitor loss and damage claim information carefully to ensure that positive steps are being taken by the Contractor to reduce claims and provide undisputed settlements.

**2.22. Transition Activities – communications**

In the event that there is a delay by either the Contractor or Canada in initiation of Electronic Data Interchange (EDI) communications, the following will apply:

- a) Communications will be via backup measures described in Annex A 2.1 v and 2.6 c;
- b) Moves initiated without EDI will be entered into the computer systems when they come on line, and
- c) The Business Register will issue moves on a proportional basis until the computer system comes on line at which time there may be a small adjustment when the actual move costs are entered.

## APPENDIX 1 - GENERAL RULES AND REGULATIONS

The Contractor must follow the general rules and regulations listed below, which define the required standards of service.

If the Contractor and the Shipper disagree on any matter related to the Rules described below, it will be escalated for a decision: First escalation point = the TA, second escalation point, if necessary = the DA, and the final point of escalation, if necessary = the PA.

### Rule 1 – Calculating Distance

- 1.1. Distance for the road portion of the transportation phase must be calculated using [www.googlemaps.com](http://www.googlemaps.com) to determine the most direct public road infrastructure route using all-weather roads from the origin address to the destination address. The most direct route includes the use of toll roads and ferries.
- 1.2. No additional charges will be considered (e.g. use of toll roads and ferries).
- 1.3. Unless otherwise specified, city centres are used.

### Rule 2 – Rush Moves

- 2.1. A move is classified as a rush move when the Contractor receives short notice of a required move.  
  
Moves will not be booked with less than 5 calendar days' notice prior to DSR date.  
  
Rush moves meet the following conditions:
  - a) Notification 5 to 13 calendar days prior to the DSR date for moves (initial Move Order). No changes to a move will be allowed in the 5 days prior to the DSR date without mutual agreement of the Contractor, Shipper and TA;
  - b) In the event that the original DSR date of a rush move is amended to exceed more than 13 calendar days prior to DSR date, the move no longer qualifies as a rush move; and
  - c) In the event that an original non-rush DSR date is amended and becomes a rush move (i.e. 5 to 13 calendar days of the DSR), the change is subject to the mutual agreement of the Shipper, the Contractor and the TA, and no additional costs are chargeable.
- 2.2. A move out of LTS does not qualify as a rush move.

### Rule 3 - Addressing Unsanitary/Contaminated HG&E

- 3.1. As a guideline, HG&E may be deemed unsanitary/contaminated when it contains excessive mould, mildew, fleas, blood, vermin, excrement, noxious fumes and/or irritants. Additionally, offensive odours that result in personnel not being able to remain in the residence are considered unsanitary. As these situations are very sensitive, they must be dealt with in a professional manner and with the utmost discretion and confidentiality.
- 3.2. During the Pre-move Consultation, or during the packing or loading stage, if the Contractor identifies the HG&E as unsanitary, the TA and the DA must be notified of the specific facts on the day of discovery. Careful assessment, by the Contractor, during the Pre-Move Consultation to identify issues, should allow the Shipper time to address and resolve the situation.
- 3.3. If the TA supports the Contractor's observations, the TA will inform the Shipper's chain of command to have the situation rectified. Upon confirmation from the TA that the observations are resolved, the Contractor will be advised by the TA that the Move Order must be executed as originally issued. The Contractor may then re-inspect the Shipper's residence. The DSR will only be changed if the HG&E is not acceptable and safe to be serviced.

- 3.4.** In extreme circumstances, the DA, in consultation with the Contractor, may cancel or delay a move. If the move is subsequently performed, then the original Contractor is assigned. Such situations will be addressed on a case-by-case basis.
- 3.5.** HG&E that is identified as unsanitary/contaminated on the day of delivery will not be delivered under any circumstances due to the potential risk of contamination of the residence/attached residences and/or health issues. The Contractor must advise the TA immediately in such cases.

#### **Rule 4 – Servicing/Certification of Major Articles & Appliances**

- 4.1.** Servicing/Certification at Origin: On the final day of packing, the Contractor must:
- a) Ensure that qualified personnel certify the operating condition of all major articles and appliances;
  - b) Ensure that qualified personnel prepare articles for shipment in accordance with manufacturer's specifications by:
    - i. blocking, unblocking and/or draining of washing machines. The Shipper is to provide blocking materials to the Contractor as advised during the Pre-move Consultation (reference SOW section 2.4 I.) to prevent movement as noted in the manufacturer's instruction manual. If the custom blocking kit is not provided, the Contractor is released from liability if related damage occurs; and
    - ii. draining of ice making refrigerators and dishwashers.
  - c) Provide the Shipper with a copy of the form listing all the major articles and appliances prepared and certified for shipment. This form must be signed and dated by both the Contractor and the Shipper.
- 4.2.** Servicing / Re-Certification at Destination: On the unpack day, the Contractor must, as a minimum, ensure that the appliances and major articles are prepared for use by the Shipper no later than the day of unpacking, i.e. any blocks to prevent movement are removed. For small shipments that are delivered and unpacked on the same day, the Contractor may perform the re-certification 24 hours after delivery to allow time for the appliances to acclimate and settle.
- 4.3.** Since certification at origin and destination are at the Contractor's discretion, the Contractor will be held liable for any damage to articles (electronics, computer, etc.) and appliances unless it can be conclusively proven that such damage was not move related. If an article or appliance does not function at destination, it will be assumed that the damage was move related unless otherwise indicated by a qualified repair technician.

#### **Rule 5 – Acceptance of Shipper Prepared Items**

- 5.1** The Contractor must accept the following items if the Shipper prepares them in accordance with the manufacturers' instructions or as outlined below. Disassembled items must be able to fit inside a normal van (i.e. 24 ft box straight truck). For all items, in particular, those covered by subparagraphs f and g below, the Contractor must advise the Shipper in writing at the time of the Pre-Move Consultation, of any items that are the Shipper's responsibility to prepare, detach, and relocate to/from the curb side, which may represent a risk due to accessibility and size issues for loading/unloading. If the Contractor fails to advise the Shipper, all actions required to move the item(s) are the Contractor's responsibility.

The Shipper is responsible to prepare items as follows:

- a) Scuba diving tanks must be emptied, the pressure valve removed and a dust cap installed;
- b) Waterbeds and hot tubs must be drained;
- c) Combustion engine fuel tanks must be drained;
- d) Home fitness equipment must be disassembled;

- e) Baby/infant cribs must be disassembled;
- f) Outdoor articles embedded in the ground or secured to a building must be removed or detached (e.g. dug up), and cleaned;
- g) Outdoor articles such as steel utility cabinets/sheds up to 12 ft x 12 ft x 8 ft, swing sets, slides, sky rides, jungle gyms, satellite dishes, hot tubs/spas, garden and patio furniture and other outdoor apparatus of a similar nature including boats and watercraft must be disassembled and cleaned;
- h) Indoor articles such as steel shelving, pool tables, elongated worktables or counters, and saunas must be disassembled and cleaned;
- i) Clocks (e.g. grandfather), when the mechanical components are prepared for shipment by securing the pendulum, removing weights, and securing the chains;
- j) CD, Video Cassette Recorder, DVD and Blue Ray players or similar items must be prepared for shipment by removing all removable storage media (e.g. discs, tapes and SD cards), if applicable;
- k) Household items when all batteries are removed;
- l) Unrestricted firearms when prepared, documented, and packed by the Shipper in conjunction with the Contractor, must strictly adhere to federal regulations:
  - i. The employees of a business that holds a Carrier Licence (i.e. the Contractor) cannot, under any circumstances, handle firearms directly. A Carrier Licence held by the Contractor does not allow its employees to physically handle firearms because they are not required to be trained when it comes to handling firearms. The Contractor must only accept firearms that are pre-packaged by the Shipper. In the case of businesses that move household goods and provide full service (packaging all household items), there is no exception. If a Shipper has firearms, the Contractor must ask the Shipper to package the firearms themselves in a sealed box. The safe storage rules still apply. A trigger lock is not enough, it needs to be pre-packaged in an opaque container and be sealed. The container should be identified and the information about the firearm(s) should be given to the movers (make, model & serial number). The business would then be advised that they are transporting firearms and take appropriate measures. This is part of the conditions of any Carrier Licence.
  - ii. Unrestricted firearms crossing the US/Can border must be sent by licensed carrier. The firearms must be unloaded, secured with locking device, (such as a trigger lock or cable lock, so the firearms cannot be fired) and then packed in a sturdy, non-transparent locked container that cannot be easily broken open. To deter loss and theft, it is generally recommended that there be no markings on the outside of the container to indicate that there is a firearm inside. Instead, an envelope labeled "customs documents" can be attached to the outside of the container/provided to the carrier, while any documents needed to identify the contents for customs purposes are kept inside (Possession and Acquisition License (PAL), Firearm Declaration forms RCMP 5589 & RCMP 5590 and any Provincial or Territorial documents necessary). Until further notice, due to ongoing litigation, Quebec residents are required to register unrestricted firearms with the Canadian Firearms Program (CFP).
- m) Bicycles, the Contractor may instruct the Shipper to remove the front wheel and pedals to facilitate packing;
- n) Packed-by-owner articles, provided that a Contractor inspection takes place; and
- o) Pianos if all mechanical components are prepared for shipment by the Shipper.

## **Rule 6 - Items Accepted in Limited Quantities**

- 6.1.** The Contractor must accept the following items, in quantities not to exceed the limits below:

- a) Empty bottles, providing they are preserving jars, hobby collections and beer/wine bottles. Limit: 144 bottles;
- b) Major parts of a PMV/snowmobile/personal watercraft/ motorcycle assemblies /large components (including truck caps). Limit: 200 kg;
- c) Hobby material, including rocks forming part of lapidary hobby. Limit: 200 kg; and
- d) Outdoor steel or plastic utility cabinets/sheds or fences and enclosures that are not broken down are to be shipped on a straight weight basis (not volume). If, as a result of not breaking down the item there is a split shipment, the Contractor must seek DA authorization. Any additional expenses for the break down must be paid by the Shipper to the Contractor directly.

#### **Rule 7 - Items Accepted at Shipper's Risk**

- 7.1** The Contractor must accept the following items, provided the Shipper agrees that the Contractor is not liable for any loss or damage to these items. However, the Contractor is liable for any damage these items may cause to other HG&E articles being shipped. Food of any type must not be accepted for shipping unless the Shipper has written authorization for the host country.
- a) Dried flowers;
  - b) Green ware, and
  - c) Food and household consumables.

#### **Rule 8 - Inadmissible Items and Services**

- 8.1.** The Contractor must advise the Shipper during the Pre-move Consultation of items and services that are inadmissible. Local laws or regulations may prohibit commercial shipment of certain articles not included in this list. Failure of the Contractor to identify and refuse an inadmissible item, which as a result is transported, will result in a service failure.
- 8.2.** The following services are inadmissible and, therefore, not chargeable to Canada. If requested by the Shipper, they may be arranged with the Shipper; however, any services and charges are outside the scope of this Contract:
- a) access to storage;
  - b) access to attics and crawl spaces outside those defined in PMQs in Kingston and Borden;
  - c) cleaning;
  - d) connecting and disconnecting appliances (over and above that required to ensure that they are in working condition as required by appliance certification);
  - e) fumigation;
  - f) extra insurance in excess of the authorized coverage;
  - g) mothproofing;
  - h) provision of shipping bases for automatic washers;
  - i) removing or installing valance boxes, curtain rods, wall hooks for pictures, etc.;
  - j) taking up or putting down wall to wall carpets, hall runners;
  - k) removal of built in appliances, and
  - l) extra loading or delivery.
- 8.3.** The following items are inadmissible (i.e. not to be moved, stored, packed) under this Contract except as allowed in Rule 6:
- a) Commodities that are regulated by the *Transportation of Dangerous Goods Act* (<http://laws-lois.justice.gc.ca/eng/acts/T-19.01/>), the *Transportation of Dangerous Goods Regulations*

- (<http://www.tc.gc.ca/eng/tdg/clear-tofc-211.htm>) or by other Federal and/or provincial laws and laws of foreign countries as applicable (e.g. pressurized containers, fuel, propane tanks);
- b) Ammunition and restricted firearms as defined by the *Criminal Code of Canada* (<http://laws-lois.justice.gc.ca/eng/acts/C-46/>);
  - c) Items on the Shipper's premises belonging to a previous or current personal business (e.g. conspicuous quantities of materiel that might be related to businesses such as: a hair salon, upholstery, seamstress, tailoring, auto mechanics equipment);
  - d) Items requiring climatically controlled conditions for safe transport (e.g. perishable goods);
  - e) Livestock and pets;
  - f) Aircraft, ultra-light, micro-lights, and associated parts;
  - g) Farm or construction equipment above that required for house maintenance;
  - h) Outdoor fixed barbecues (brick, cement or stone);
  - i) Patio stones, ornamental rocks and concrete statues;
  - j) Trailers;
  - k) Building materials;
  - l) All types of outdoor wooden fences or wooden portable buildings such as sheds, gazebos and dog houses;
  - m) Firewood; and
  - n) Boats (less trailer) where they cannot fit within the container with the HG&E and PMV. No extra container will be authorized because of the boat not fitting.
  - o) Above-ground swimming pools (not including inflatable kiddie pools) \*;
  - p) Saunas exceeding 152 cu ft \*;
  - q) Personal watercraft (e.g. skidoos, paddle boats) \*;
  - r) All types of outdoor fencing and outdoor animal enclosures \*;
  - s) Steel utility cabinets/sheds exceeding 12 ft x 12 ft x 8 ft \*; and
  - t) Liquids (cans of paint, sealed mason jars, alcohol, etc.) which if ruptured or spilled could cause extensive damage to the shipments \*.
  - u) The following items are acceptable for LTS storage only (not shipment overseas) \*:
    - i. Boats 12 ft or less;
    - ii. Trailers 12 ft length by 8 ft wide by 3 ft high or less;
    - iii. Canoes and kyaks 18 ft in length or less; and
    - iv. Hot tubs 900 lbs or 300 cu ft or less.

\* Sections "o" to "u" (inclusive) do not presently apply to the Shippers of GAC.

## **Rule 9– Recreational Vehicles**

- 9.1.** The Contractor must transport the following recreational vehicles and other motorized equipment with the HG&E. Registration documentation and proof of ownership must be obtained from the Shipper to facilitate customs clearance.
- 9.2.** The Contractor is responsible to ensure the Shipper has prepared the items including cleaning to CFIA or equivalent foreign agency standards. This list is not all-inclusive and the Contractor must contact the TA if clarification is required.
  - a) Motorcycles;
  - b) Motorized tricycles and bicycles;
  - c) Mopeds; and
  - d) Scooters.



**Rule 10 – Items Requiring Specialized Handling**

- 10.1.** If, for safety reasons and/or to avoid unnecessary damage to the residence, the Contractor determines that an item cannot be moved to or from a particular location in the residence without professional handling services, the Contractor must:
- a) Identify to the Shipper the items requiring specialized handling during the Pre-move Consultation;
  - b) Inform the Shipper they are responsible for having the items identified as requiring specialized handling prepared for shipment including arranging for any special handling equipment needed to move the object such that the Contractor can access it for loading (e.g. hot tub to curb, pool table slates crated and in garage or entryway). If the Shipper insists on specialized handling that the Contractor deems not warranted, any related additional charges will be borne by the Shipper; and
  - c) Inform the TA of the items requiring specialized handling and obtain the TA's authorization to proceed.

**Rule 11 – Constructive Weight Calculation**

- 11.1.** When there are no scales at origin or destination and no SOLAS weight, the constructive weight or estimate weight will be used. The constructive weight calculation is based on 18.15 kg per tagged articles (components of articles such as cushions shall be counted together), as substantiated by the inventory listing and will be confirmed by the DA. The constructive weight will be the deemed actual weight. Small loads with unusually heavy items will be given consideration for the standard per item weight allowance.
- 11.2** Bundle like items to the maximum extent possible when calculating the constructive weight of a shipment. Examples include:
- a) Bed rails are to be bundled in pairs;
  - b) The ends and sides of baby cribs are to be bundled in pairs;
  - c) Empty totes (i.e. storage bins), in increments of 10 are to be stacked and counted as one item, (if less than 10, empty totes should be grouped and counted as 1 item);
  - d) Hockey sticks, skis, brooms, long handled garden tools and other like items, in increments of 5, are to be bundled together and counted as 1 item; (if less than 5, they should be grouped and counted as 1 item); and
  - e) Items that could have fit in a 4 cu ft carton will be considered as bundled rather than being counted as individual items.

**Rule 12 - Required Documentation for International Moves**

- 12.1** Possess all required documentation to allow for the HG&E to be transported across borders. Required documentation includes, but is not necessarily limited to, the following:
- a) Photocopy of the Shipper's passport and visa or accreditation if required;
  - b) Photocopy of Shipper's HG&E inventory listing;
  - c) Photocopy of Shipper's Military Identification, if applicable;
  - d) Photocopy of the Shipper's posting instruction; and
  - e) Vehicle and Motorcycle registration, if applicable.
- 12.2** It remains the Shipper's responsibility to provide all documentation required to facilitate entry of shipments of HG&E and PMV to the host country. Returning Shippers to Canada must obtain required permits, clear shipments through Canada Border Services Agency (CBSA) and pay all taxes levied on their imported goods.

**Rule 13 – Diversion of Shipment**

- 13.1.** The diversion point is the location of the HG&E shipment when the TA provides the Contractor with a revised destination address.
- 13.2.** If the new destination address is greater than 100 km from the original destination address, the transportation charges will be re-assessed from origin to the new destination address via the diversion point.

**Rule 14 - Move Delay or Cancellation by Canada**

- 14.1.** When a Move Order needs to be delayed or cancelled, the DA will inform the Contractor and determine the appropriate follow-up action.
- 14.2.** If a Move Order is cancelled prior to pack day, no charges are billable.
- 14.3.** If a cancelled Move Order is re-instated within 30 calendar days, the TA will manually assign the new Move Order to the original Contractor.

**Rule 15 – Warehousing****15.1** Shipper Access to Warehoused Items

The Contractor must not allow the Shipper access to the lots without written authorization from the DA.

**15.2** Warehouseman / Contractor Relationship

- a) A warehouseman may be affiliated to more than 1 Contractor.
- b) When the affiliation between a warehouseman and the Contractor ceases, the Contractor must:
  - i. Notify the PA as soon as the decision to cease affiliation is made and provide a plan to relocate the LTS lots;
  - ii. Transfer any LTS lots in its possession to a warehouse that meets the standards described in Appendix 6;
  - iii. Continue to be financially responsible for any loss or damage; and
  - iv. Be responsible for the costs associated with the transfer of the LTS lots under circumstances described above.
- c) The Contractor must submit a written request to the PA for approval at least 30 calendar days prior to transferring LTS lots between its affiliates.
- d) At the end of the Contract, the Contractor must facilitate transfer of LTS lots as needed to the warehouse of an incoming contractor.

**Rule 16 – Consolidated Moves**

- 16.1** The household goods of 2 or more Shippers located at different addresses in the same origin city and with the same destination that can fit into the same sea container or ground transport (e.g. Mexico) must be accepted for transportation as a single shipment. For a shipment to be considered for consolidation the shipments must:
- a) Be booked more than 13 calendar days prior to the first DSR; and
  - b) Have the same origin and destination cities; and
  - c) Be loaded within 10 business days of the first load.
- 16.2** Loads to be consolidated will be assigned to the same contractor. The Contractor must follow the

procedures described below for a consolidated shipment:

- a) All loads which are to be consolidated must be packed in lift vans which are subsequently scaled to establish the Shipper weight for billing (included in origin services);
- b) HG&E belonging to one Shipper can be consolidated with PMVs belonging to a different Shipper;
- c) Once the consolidated shipment is in the same container, only one billing for ground transport to the port will apply with cost to be apportioned. Costs will be apportioned between the Shipper invoices based on space taken (e.g. 5 liftvans in a 20 ft container may have 2/5 billed to one Shipper and 3/5 to another, PMVs in sea containers will also be apportioned based on space taken).

#### **Rule 17 - Hypothetical Moves**

- 17.1** Canada may have a requirement to initiate moves where only a portion is to be paid by Canada (e.g. leave of absence, retirement). Pre-Move Consultation must take place in order to have an estimated weight and other necessary information for development of the cost estimate for these moves.
- 17.2** The cost estimate will be used to inform the Shipper of entitled costs (to be done by the TA) and the Shipper will be responsible for any costs that are additional to the entitled costs. The Shipper has the option of using the Contractor to perform the move to other than the entitled destination (i.e. the requested destination rather than the entitled destination). Canada is to be informed of the entire move cost for record keeping purposes only for the Shipper's move (i.e. origin to requested destination of Shipper).
- 17.3** Canada will inform the Contractor of the limitation of the charges that it will pay in those instances where the Shipper decides to proceed with the shipment to the desired location as follows:
  - a) The Contractor must only invoice the Department for the value of the Hypothetical Move based on the actual scaled weight. The Shipper must be invoiced for the amount of the actual cost less the cost of the Hypothetical Move – (authorized costs).
  - b) The Shipper is to have all required clearances for import to the destination country in place before initiating the move.
  - c) The Shipper is responsible for any cost arising from delays in shipping, delays in customs clearances, etc.
  - d) A Hypothetical Move Order will have the following paragraph:

"This Move Order authorizes your firm to move the household goods of the Shipper to (identified destination move location).

Canada will only pay the cost of all services that the Contractor would have provided for the actual weight moved, up to the entitled weight, had the move been from \_\_\_\_\_ to \_\_\_\_\_.

Any excess costs are payable to the Contractor by the Shipper named in the Move Order."

- e) Example 1:

Upon retirement, the Shipper moves from Ottawa to Geilenkirchen, Germany. Canada will pay for the portion of the move from his/her Canadian residence to the closest Canadian port of embarkation (i.e. Halifax, Montreal or Vancouver) to his/her place of retirement. Canada is invoiced for the Canadian portion of the move from Ottawa to Montreal, and the Shipper is invoiced directly for the remaining cost of the move.

## f) Example 2:

Upon retirement, the Shipper moves from Berlin to Vancouver (GAC move). Canada is invoiced for the portion of the move from the overseas mission to the employees headquarter city (Ottawa), and the Shipper is invoiced directly for the remaining cost of the move.

## APPENDIX 2 - GUARANTEED TRANSIT TIME (GTT)

### 1.0 General

The GTT is used to identify a required delivery date for a shipment. For planning purposes, this GTT is also used to facilitate the Shipper in making arrangements for temporary accommodations, meals and transportation, as applicable, until their shipment arrives. It is extremely important that, should any delays in a shipment occur, that they be identified as soon as possible so that appropriate arrangements can be made by the Shipper and Canada to ensure that the Shipper is available when the shipment does arrive and that other elements of the move (e.g. temporary accommodation) can be modified to accommodate.

The GTT will be used to determine when a move is late and if service failures are applicable for late delivery. The Contractor must deliver the shipment(s) on or before the expiration of the GTT in order to avoid late delivery liquidated damages.

The GTT tables must be used in order to build a total transit time max for each move pursuant to the following instructions:

- a) Total transit times set out in this GTT reflect the maximum number of calendar days for a shipment to be delivered;
- b) The GTT starts on the DSR date;
- c) The GTT is inclusive of port and customs clearances. The Contractor must immediately advise the DA if CBSA or an equivalent organization puts a shipment on hold at the port. The DA may authorize a GTT extension if the DA decides it is warranted. The Contractor's request for an extension should include the hold notification;
- d) Where a GTT falls on a weekend or a statutory holiday, the delivery will commence the next business day;
- e) GTT extensions must be requested in compliance with excusable delay requirements and must be requested before the expiration of the GTT for the move, specifically:
  - i. Allowance for late delivery will be made when circumstances are beyond the Contractor's control and result in unavoidable delays. Such circumstances could include an act of war, a strike, fire, sinking of the carrier vessel, cancellation of the scheduled carrier or vessel ice conditions, change of rail terms and conditions, or delays imposed by government agencies such as CBSA and/or CFIA or their foreign equivalents. Circumstances not listed shall be assessed on a "case by case" review and determination provided by the DA in regard to authorization for an excusable delay beyond the Contractor's control.
  - ii. When an unavoidable delay occurs, the Contractor must contact the TA and DA within 1 calendar day from the date the delay becomes known and provide the reason(s) for the delay, confirmed with a written request within 1 business day for an extension to the GTT. Failure to do so may result in the request for excusable delay being denied by the DA.
  - iii. In the event of late delivery caused by the Contractor or their subcontractors, all rental costs are to be borne by the Contractor, as further described in Appendix 7 – Service Failures.
  - iv. In the event of late pick-up caused by the Contractor, the Contractor is liable for any extra cost incurred by Canada for interim lodging and meals for the Shipper and family and any other costs associated with travel changes, as further described in Appendix 7 – Service Failures.
- f) When a location is not specified in the GTT tables (i.e. country is not listed), the quoted rate must include the GTT for the transportation segment that is missing (i.e. freight to new

city/country) in order to compile a complete GTT delivery time; and

- g) The default Canadian port of origin or destination is determined by the routing that provides the shortest GTT, however, the DA may specify different routings on the Move Order that would result in a different GTT.

### 1.1 Total GTT Compilation

Table 1 Guaranteed Transit Time (GTT) – Sea Transportation (Outgoing) and Table 2 Guaranteed Transit Time (GTT) – Sea Transportation (Incoming) indicate the number of calendar days for sea shipments to and from different Canadian ports to international destinations and origins, including inland transport.

All air shipments have a GTT of 14 calendar days for the air freight portion of the move.

To build the total GTT for a door-to-door move, the following elements are combined:

- a) HG&E Origin Services and Destination Services have 1 day each for a total of 2 days added to the GTTs;
- b) PMVs shipped separately do not allow additional days added to the GTT for origin and destination services;
- c) Road shipments beyond the 100 km included in the city radius will add 1 day per 500 km of travel distance;
- d) Shipments that include PMVs get an additional 5 days for customs clearances;
- e) Sea Freight times include inland transportation time from the overseas city to nearest port as well as shipping time.
- f) Consolidated loads will have a GTT start date commencing the load date of the last load and will have 7 days added in consideration of more complicated customs clearance when loads belong to different Shippers. There will be only one Origin Service time frame added for all of the consolidated loads; and
- g) A list of known countries that require more than 5 days for customs clearance will be published annually by the PA, and GTT extensions will automatically be applied, otherwise above section 1.0 f applies.

### 1.2 Example of GTT Calculation for a Move

No.	Phase of move	GTT
1	Origin Services – not applicable for PVM only (port check-in)	1
2	Any applicable road transport beyond 100 km to/from port (Canada)	1 day per 500 km (rounded)
3	Freight (air and sea)	As indicated in section 1.1 above
4	Any applicable road beyond 100km of identified city ( international)	1 day per 500 km (rounded)
5	Destination Services – HG&E only	1
6	PMV in shipment if applicable	5
7	Consolidated loads if applicable	7

**Table 1 - Guaranteed Transit Time (GTT) - Sea Transportation (Outgoing)**

Outgoing		Montreal	Halifax	Vancouver
City	Country	Canadian Port to Mission GTT	Canadian Port to Mission GTT	Canadian Port to Mission GTT
Kabul	Afghanistan	28	44	55
Algiers	Algeria	32	30	59
Buenos Aires	Argentina	25	38	50
Canberra	Australia	40	62	31
Perth	Australia	51	54	52
Adelaide	Australia	43	65	45
Cabarlah	Australia	41	67	45
Sydney	Australia	37	62	30
Vienna	Austria	36	32	45
Dhaka	Bangladesh	53	51	46
Bridgetown	Barbados	21	14	24
Brussels	Belgium	11	11	44
Cotonou	Benin	40	41	55
La Paz	Bolivia	30	48	60
Sarajevo	Bosnia	37	30	30
Brasilia	Brazil	26	24	32
Rio de Janeiro	Brazil	35	33	50
São Paulo	Brazil	35	34	40
Bandar Seri Begawan	Brunei	30	30	30
Ouagadougou	Burkina Faso	45	23	56
Phnom Penh	Cambodia	30	30	30
Yaounde	Cameroon	54	55	70
Valparasio	Chile	44	49	40
Santiago	Chile	43	46	63
Beijing	China	65	70	50
Chongqing	China	62	59	33
Guangzhou	China	59	56	31
Hong Kong	China	53	52	24
Shanghai	China	45	48	21
Bogota	Colombia**	25	17	24
Kinshasa	Congo	56	51	77
San José	Costa Rica	46	16	19
Abidjan	Cote D'Ivoire	41	20	64
Zagreb	Croatia	37	31	46
Havana	Cuba	15	13	23
Prague	Czech Republic	13	11	31
Copenhagen	Denmark	17	11	42
Santo Domingo	Dominican Rep	16	13	21
Quito	Ecuador	20	18	22
Cairo	Egypt	35	22	30
San Salvador	El Salvador	27	18	26
Tallinn	Estonia	13	15	51
Addis Ababa	Ethiopia	35	32	58
Helsinki	Finland	20	17	47

**Table 1 - Guaranteed Transit Time (GTT) - Sea Transportation (Outgoing)**

Outgoing		Montreal	Halifax	Vancouver
City	Country	Canadian Port to Mission GTT	Canadian Port to Mission GTT	Canadian Port to Mission GTT
Besancon	France	26	19	46
Paris	France	15	12	42
Phalsbourg	France	12	11	43
Toulon	France	24	22	53
Lyon	France	26	19	48
Berlin	Germany	13	11	26
Ramstein	Germany	12	11	43
Wiesbaden	Germany	23	17	55
Stuttgart	Germany	12	12	43
Düsseldorf	Germany	11	11	45
Hamburg	Germany	12	10	38
Munich	Germany	37	32	47
Accra	Ghana	40	51	67
Athens	Greece	27	29	50
Guatemala City	Guatemala	29	18	29
Georgetown	Guyana	18	15	41
Port-au-Prince	Haiti	16	14	22
Tegucigalpa	Honduras	22	16	27
Budapest	Hungary	38	32	47
Reykjavik	Iceland	17	14	30
Wellington	India	48	51	41
Chandigarh	India	48	49	43
Mumbai	India	46	42	42
New Delhi	India	47	49	42
Jakarta	Indonesia	51	47	33
Tehran	Iran	53	55	61
Bagdad	Iraq	45	31	50
Dublin	Ireland	27	24	40
Tel Aviv	Israel	24	27	30
Milan	Italy	21	24	46
Poggio Renatico	Italy	39	21	30
Sigonella	Italy	30	19	30
Naples	Italy	34	32	45
Rome	Italy	35	38	63
Kingston	Jamaica	15	13	22
Tokyo	Japan	70	59	23
Amman	Jordan	24	27	30
Astana	Kazakhstan	31	23	57
Nairobi	Kenya	56	51	55
Kuwait City	Kuwait	36	38	47
Riga	Latvia	22	18	49
Beirut	Lebanon	29	26	46
Tripoli	Libya	35	30	55
Vilnius	Lithuania	18	15	50



**Table 1 - Guaranteed Transit Time (GTT) - Sea Transportation (Outgoing)**

Outgoing		Montreal	Halifax	Vancouver
City	Country	Canadian Port to Mission GTT	Canadian Port to Mission GTT	Canadian Port to Mission GTT
Luxembourg City	Luxembourg	12	11	43
Skopje	Macedonia	23	21	31
Kuala Lumpur	Malaysia	45	39	35
Bamako	Mali	48	20	66
Monterrey	Mexico	29	35	26
Guadalajara	Mexico*	44	21	11
Mexico City	Mexico*	23	36	26
Ulaanbaatar	Mongolia	73	78	50
Rabat	Morocco	26	24	48
Maputo	Mozambique	30	67	53
Kathmandu	Nepal	44	52	43
Brunssum	Netherlands	12	10	27
The Hague	Netherlands	12	10	27
Auckland	New Zealand	44	20	37
Wellington	New Zealand	45	68	57
Managua	Nicaragua	38	17	24
Abuja	Nigeria	25	51	60
Lagos	Nigeria	46	46	57
Stavanger	Norway	21	16	30
Oslo	Norway	20	16	53
Quetta	Pakistan	26	43	51
Islamabad	Pakistan	33	33	33
Panama City	Panama	21	15	20
Lima	Peru	35	45	24
Manila	Philippines	54	52	35
Szczecin	Poland	17	13	51
Bydgoszcz	Poland	20	17	50
Warsaw	Poland	21	18	51
Lisbon	Portugal	27	30	30
Doha	Qatar	44	39	50
Bucharest	Romania	31	38	55
Moscow	Russia	24	18	51
St. Petersburg	Russia	23	17	50
Kigali	Rwanda	33	33	67
Riyadh	Saudi Arabia	46	44	31
Dakar	Senegal	38	17	55
Belgrade	Serbia	38	32	31
Singapore	Singapore	44	20	30
Bratislava	Slovak Republic	38	32	47
Johannesburg	South Africa	48	61	49
Pretoria	South Africa	48	61	49
Seoul	South Korea	30	30	23
Juba	South Sudan	54	56	57
Barcelona	Spain	25	26	50

**Table 1 - Guaranteed Transit Time (GTT) - Sea Transportation (Outgoing)**

Outgoing		Montreal	Halifax	Vancouver
City	Country	Canadian Port to Mission GTT	Canadian Port to Mission GTT	Canadian Port to Mission GTT
Madrid	Spain	21	29	49
Colombo	Sri Lanka	35	41	37
Khartoum	Sudan	44	26	49
Stockholm	Sweden	18	15	45
Berne	Switzerland	22	24	47
Geneva	Switzerland	22	24	47
Damascus	Syria	29	26	46
Taipei	Taiwan	64	30	27
Dar es Salaam	Tanzania	60	30	53
Bangkok	Thailand	51	52	37
Port of Spain	Trinidad & Tobago	23	18	24
Tunis	Tunisia	34	33	44
Ankara	Turkey	36	22	60
Izmir	Turkey	37	34	30
Istanbul	Turkey	35	21	45
Abu Dhabi	UAE	30	30	46
Dubai	UAE	41	38	46
Kyiv	Ukraine	31	42	53
Bristol	United Kingdom	23	20	30
Dover	United Kingdom	16	17	30
Molesworth	United Kingdom	9	17	30
Haverfordwest	United Kingdom	23	20	30
Lincoln	United Kingdom	15	16	62
London	United Kingdom	23	17	30
Plymouth	United Kingdom	23	20	30
Portsmouth	United Kingdom	19	16	40
Valley	United Kingdom	19	16	47
Montevideo	Uruguay	45	41	54
Honolulu, Hawaii	USA	30	30	49
Caracas	Venezuela	30	36	31
Ho Chi Minh City	Vietnam	47	49	38
Hanoi	Vietnam	53	30	35
Lusaka	Zambia	32	32	63
Harare	Zimbabwe	31	31	62

**Table 2 - Guaranteed Transit Time (GTT) - Sea Transportation (Incoming)**

Incoming		Montreal	Halifax	Vancouver
City	Country	Mission to Canadian Port GTT	Mission to Canadian Port GTT	Mission to Canadian Port GTT
Kabul	Afghanistan	49	42	42
Algiers	Algeria	31	39	30
Buenos Aires	Argentina	46	50	62
Canberra	Australia	48	41	35
Perth	Australia	51	47	44
Adelaide	Australia	47	45	22
Cabarlah	Australia	44	39	28
Sydney	Australia	47	41	34
Vienna	Austria	38	43	56
Dhaka	Bangladesh	46	31	35
Bridgetown	Barbados	16	14	86
Brussels	Belgium	13	13	45
Cotonou	Benin	49	21	30
La Paz	Bolivia	39	55	30
Sarajevo	Bosnia	22	20	30
Brasilia	Brazil	26	24	32
Rio de Janeiro	Brazil	30	35	62
São Paulo	Brazil	37	37	46
Bandar Seri Begawan	Brunei	30	30	30
Ouagadougou	Burkina Faso	54	23	32
Phnom Penh	Cambodia	30	30	28
Yaounde	Cameroon	45	23	74
Valparasio	Chile	28	47	35
Santiago	Chile	31	52	30
Beijing	China	54	47	44
Chongqing	China	48	35	30
Guangzhou	China	45	32	27
Hong Kong	China	42	28	23
Shanghai	China	25	36	18
Bogota	Colombia	24	17	20
Kinshasa	Congo	31	55	31
San José	Costa Rica	33	16	17
Abidjan	Cote D'Ivoire	31	20	56
Zagreb	Croatia	37	42	55
Havana	Cuba	15	13	23
Prague	Czech Republic	14	12	47
Copenhagen	Denmark	19	24	44
Santo Domingo	Dominican Rep	18	15	23
Quito	Ecuador	20	18	23
Cairo	Egypt	23	22	30
San Salvador	El Salvador	35	18	18
Tallinn	Estonia	21	27	38
Addis Ababa	Ethiopia	36	38	44
Helsinki	Finland	22	25	37

**Table 2 - Guaranteed Transit Time (GTT) - Sea Transportation (Incoming)**

Incoming		Montreal	Halifax	Vancouver
City	Country	Mission to Canadian Port GTT	Mission to Canadian Port GTT	Mission to Canadian Port GTT
Besancon	France	21	40	41
Paris	France	14	21	44
Phalsbourg	France	14	13	43
Toulon	France	25	30	50
Lyon	France	25	39	46
Berlin	Germany	13	11	46
Ramstein	Germany	14	13	43
Wiesbaden	Germany	21	25	55
Stuttgart	Germany	14	14	43
Düsseldorf	Germany	13	13	42
Hamburg	Germany	13	10	42
Munich	Germany	31	40	48
Accra	Ghana	35	42	60
Athens	Greece	21	25	45
Guatemala City	Guatemala	20	19	25
Georgetown	Guyana	44	16	57
Port-au-Prince	Haiti	21	16	89
Tegucigalpa	Honduras	28	36	36
Budapest	Hungary	38	39	56
Reykjavik	Iceland	34	42	30
Wellington	India	38	43	41
Chandigarh	India	46	43	42
Mumbai	India	52	41	40
New Delhi	India	46	43	41
Jakarta	Indonesia	42	38	32
Tehran	Iran	32	32	32
Bagdad	Iraq	55	31	50
Dublin	Ireland	24	26	12
Tel Aviv	Israel	24	21	30
Milan	Italy	20	32	45
Poggio Renatico	Italy	34	34	30
Sigonella	Italy	32	19	30
Naples	Italy	30	19	53
Rome	Italy	32	31	75
Kingston	Jamaica	22	12	84
Tokyo	Japan	32	38	15
Amman	Jordan	24	21	30
Astana	Kazakhstan	28	32	74
Nairobi	Kenya	54	40	56
Kuwait City	Kuwait	62	30	30
Riga	Latvia	23	30	70
Beirut	Lebanon	35	22	60
Tripoli	Libya	27	19	56
Vilnius	Lithuania	24	28	62

**Table 2 - Guaranteed Transit Time (GTT) - Sea Transportation (Incoming)**

Incoming		Montreal	Halifax	Vancouver
City	Country	Mission to Canadian Port GTT	Mission to Canadian Port GTT	Mission to Canadian Port GTT
Luxembourg City	Luxembourg	14	13	39
Skopje	Macedonia	23	21	31
Kuala Lumpur	Malaysia	35	21	28
Bamako	Mali	22	20	32
Guadalajara	Mexico	24	25	13
Mexico City	Mexico	31	29	36
Monterrey	Mexico	31	29	36
Ulaanbaatar	Mongolia	63	58	32
Rabat	Morocco	24	28	30
Maputo	Mozambique	80	30	30
Kathmandu	Nepal	52	33	39
Brunssum	Netherlands	16	15	42
The Hague	Netherlands	16	15	42
Auckland	New Zealand	33	30	20
Wellington	New Zealand	39	41	34
Managua	Nicaragua	34	17	18
Abuja	Nigeria	25	23	31
Lagos	Nigeria	23	43	64
Stavanger	Norway	19	26	30
Oslo	Norway	21	26	30
Quetta	Pakistan	47	40	40
Islamabad	Pakistan	33	33	33
Panama City	Panama	24	15	98
Lima	Peru	24	35	19
Manila	Philippines	63	41	32
Szczecin	Poland	23	26	61
Bydgoszcz	Poland	20	25	65
Warsaw	Poland	21	26	66
Lisbon	Portugal	26	30	62
Doha	Qatar	49	42	61
Bucharest	Romania	35	32	71
Moscow	Russia	22	27	68
St. Petersburg	Russia	21	26	67
Kigali	Rwanda	33	33	33
Riyadh	Saudi Arabia	50	31	45
Dakar	Senegal	19	29	68
Belgrade	Serbia	23	21	31
Singapore	Singapore	30	32	30
Bratislava	Slovak Republic	38	43	56
Johannesburg	South Africa	53	50	46
Pretoria	South Africa	53	50	46
Seoul	South Korea	30	30	23
Juba	South Sudan	51	43	59
Barcelona	Spain	22	20	40

**Table 2 - Guaranteed Transit Time (GTT) - Sea Transportation (Incoming)**

Incoming		Montreal	Halifax	Vancouver
City	Country	Mission to Canadian Port GTT	Mission to Canadian Port GTT	Mission to Canadian Port GTT
Madrid	Spain	23	21	41
Colombo	Sri Lanka	37	27	38
Khartoum	Sudan	43	26	50
Stockholm	Sweden	21	26	30
Berne	Switzerland	21	36	44
Geneva	Switzerland	21	36	44
Damascus	Syria	37	22	60
Taipei	Taiwan	37	30	25
Dar es Salaam	Tanzania	53	30	55
Bangkok	Thailand	15	31	19
Port of Spain	Trinidad & Tobago	22	15	21
Tunis	Tunisia	30	36	30
Ankara	Turkey	31	39	55
Izmir	Turkey	31	38	61
Istanbul	Turkey	20	24	47
Abu Dhabi	UAE	41	40	40
Dubai	UAE	51	38	50
Kyiv	Ukraine	39	36	63
Bristol	United Kingdom	16	15	30
Dover	United Kingdom	17	22	67
Molesworth	United Kingdom	17	22	30
Haverfordwest	United Kingdom	16	15	30
Lincoln	United Kingdom	23	25	30
London	United Kingdom	17	22	30
Plymouth	United Kingdom	16	15	30
Portsmouth	United Kingdom	17	20	65
Valley	United Kingdom	14	16	15
Montevideo	Uruguay	44	49	71
Honolulu, Hawaii	USA	30	30	7
Caracas	Venezuela	28	14	97
Ho Chi Minh City	Vietnam	39	37	15
Hanoi	Vietnam	52	39	34
Lusaka	Zambia	69	52	60
Harare	Zimbabwe	68	51	46

### APPENDIX 3 – GENERAL PACKING REQUIREMENTS

The Contractor must meet, at minimum, the standards below.

#### 1. Packing Materials

- a) All wood used for crating and bracing must be properly treated and stamped. International ISPM 15 Wood packaging requirements must be met.
- b) All packing containers and materials must be in sound condition and adequate for the intended use.
- c) All packing containers must be dry, clean, and free from vermin, acid, paint, grease, and all other substances that may be injurious to the articles packed.
- d) If material is not new, then all marks pertaining to any previous usage must be completely obliterated prior to reuse.
- e) Only new material must be used for packing mattresses, box springs, linens, bedding and clothing.
- f) The use of egg crates, orange crates, and similar types of containers is prohibited;
- g) Cartons and other containers made of fibre board or corrugated paper products must be compliant with International Standard Organization (ISO) ISO 2759:2014;
- h) SEA CONTAINERS:  
Sea containers into which packed household items are loose loaded, must be:
  - i. of standard dimensions (20 ft or 40 ft container);
  - ii. free of defect; and
  - iii. use bracing and bulkhead construction when required with plywood and 2 x 4 lumber to properly secure the shipment.
- i) SEA LIFT VANS:  
As a minimum, sea lift vans must be constructed entirely from new plywood with a 2 x 4 wooden frame with proper International Standards for Phytosanitary Measures No. 15 (ISPM) stamp showing, and lined with water-resistant paper and caulked as necessary to keep the goods dry.  
Skids must be attached to the bottom of the lift van so it can be handled by a forklift,
- j) Steel straps must be placed around the outside to secure the lift van;  
INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) STANDARD AIR CONTAINERS:  
IATA Air Standard Containers must be used for air shipments unless the risk of pilferage or rough handling makes using these containers impractical.  
If there is a risk of pilferage or rough handling, air lift vans must be used at no additional cost to Canada.
- k) AIR LIFT VANS:  
As a minimum, air lift vans must be constructed entirely from new plywood with a 2 x 4 wooden frame with proper stamp showing and lined with water-resistant paper and caulked as necessary to keep the goods dry.  
Skids must be attached to the bottom of the lift van so it can be handled by a forklift,  
Steel straps must be placed around the outside to secure the lift van;

## l) CRATES:

Crates must be made of lumber, plywood or solid fiber and will be well-manufactured and free from imperfections that will affect the utility.

Size and spacing of nails must be in accordance with the best commercial practice.

All unclenched nails must be either cement coated or chemically etched.

Crates may be used in lieu of cartons when determined by the Contractor as being necessary to ensure protection, safe movement and storage of related articles;

## m) CARTONS:

Cartons constructed of solid or corrugated fiberboard must have a minimum average bursting strength of 200 pounds per square inch.

## n) FIBER DRUMS, DISH PACKS, and CARTONS:

Fiber drums, dish packs, or cartons with a capacity of not less than five cubic feet must be of a minimum bursting strength of 400 pounds per square inch.

The containers must be securely sealed and marked "THIS END UP".

Containers must be new, clean, in sound condition and free of all substances which might be injurious to the Shipper or to the material packed therein.

Corrugated containers may be used in lieu of drum-type containers;

## o) FILLER AND PADDING:

Clean quality cellulose wadding, fiberboard, corrugated fiberboard, expanded polystyrene, or kraft-type paper must be used as a filler or padding for general packing;

## p) WRAPPING PAPER:

All wrapping paper must be new, clean, kraft type of not less than 30 pound weight, except as otherwise agreed by the Shipper or the TA.

## q) PAPER – WAXED OR TREATED:

All waxed paper must be manila wax or equivalent of not less than 30 pound weight. Treated paper will be of "butcher" paper type, free from creases and folds.

**2. Packing Requirements****Packing Standards of HG&E:**

HG&E must be packed in cartons designed for the transportation of such and be capable of sustained road, sea movement and air. The packing service must meet or exceed the following minimum standards:

- a) The use of damp, wet or unclean packing materials is prohibited;
- b) Place loosely crumpled filler in carton bottom to make a bottom cushion prior to filling a carton. Fill all empty spaces with small items or filler. Leave no gaps in the carton to minimize crushing. Leave ¼ to ½ inch of space at the top of the carton and fill this space with filler to make a top cushion. Snugly fit items to prevent shifting and label the cartons clearly with the Shipper's name, the Contract number, the room location, and a general description of contents. When closed, the carton's top or sides should neither bulge nor sag. Tape the top seams securely. Mark "unpack first" on cartons containing set-up items needed right away at destination;
- c) Wrap all fragile or breakable items in tissue paper in such a manner that they are fully protected. Write "fragile" on the carton only if items are truly fragile;



- d) Boxes, cartons and crates must be marked to indicate the room location and contents;
- e) See Rule 11 for specifics regarding bundling of items;
- f) After packing, cartons must be closed and sealed by taping lengthwise at the joint on top and bottom. Cartons will be stacked in an upright position so as to minimize crushing;
- g) All finished surfaces and edges to prevent scratching, denting or marring; and
- h) Use of the Shipper's tables or other similar flat surfaces to stage and pack materials is prohibited without protecting the surface from damage.

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

Any containers "packed-by-owner" (PBO), i.e. the Shipper, may be repacked by the Contractor.

Whether or not the Contractor chooses to repack a container, the Contractor is liable for the packed items.

- a) When a Shipper elects to have an item crated that the Contractor would not normally crate, it will be at the Shipper's expense and not billable to Canada.

### 4. **Specific Packing**

The Contractor must adhere to the following packing requirements, which are in addition to the general packing requirements of section 2 above.

#### a) Appliances

- i. Appliances must be free of any liquids.
- ii. Covers and openings must be secured with masking tape.
- iii. Wrap cords, handles, and other components separately and tape them to the appliance.
- iv. Wrap the whole appliance in kraft-type paper;

#### b) Beds/Mattresses

- i. Conventional Mattresses: Mattresses and box springs must be slid from the bed into a plastic bag which is taped tightly shut and then placed into a mattress carton. Bags will be a minimum plastic thickness of 5 mm and must be new.
- ii. Memory Foam Mattresses: Tempur-Pedic or comparable mattress(es) must be placed in a mattress carton which is taped tightly shut and shipped horizontally with nothing on top to compress the mattress.
- iii. Waterbeds: The assembly and disassembly of waterbed frames is the Contractor's responsibility.

#### c) Books

- i. Books must be placed in stacks and/or rows in cartons and protected so as to prevent damage to any binding, covers and leaves.
- ii. Clean unprinted newsprint or corrugated fiberboard must be inserted between rows, or stacks, to prevent chafing.
- iii. Special volumes must be individually wrapped in tissue paper and packed on their edge.

- iv. Valuable books (e.g. leather bound, family heirlooms, etc.) must be wrapped separately in tissue paper with sufficient cushioning to prevent crushing or damage to the cover or bindings;
- d) Carpets, Rugs, Mats, and Underlay
- i. Carpets, rugs, and mats in excess of 6 feet wide must be rolled separately in a rigid solid tight roll and tied or taped at approximately three foot intervals.
  - ii. Underlay must be either rolled and tied separately or rolled together with the rug and separated from the rug by wrapping paper.
  - iii. Where an underlay is in such deteriorated condition that it cannot be rolled, the condition must be clearly identified on the inventory.
  - iv. Tape, when used, cannot be applied directly to the carpet, rug, mat or underlay.
- e) China, Glassware, Statuary, Figurines, Dishes and Glassware
- i. These items are to be packed in a Dish pack.
  - ii. A corrugated divider must be placed in the bottom then insert the cell layer.
  - iii. Heavier items like glasses (but not stemware) must be packed on the bottom.
- f) Crockery, Clocks, Jardinières, Vases, and Bric-a-brac
- i. Each china carton, barrel, drum or specially designed fiber container must be padded in the bottom with sufficient wrapping paper, or other adequate cushion material.
  - ii. Items must be wrapped separately, except groups of flat items which must be properly divided, bundled and cushioned.
  - iii. Small bric-a-brac items should be appropriately and conspicuously marked in order to readily identify the wrapped item from wads of paper filler.
- g) Clothing
- i. Clothing articles that are stored in the home on hangers must be hung in a wardrobe carton.
  - ii. Plastic garment bags must be removed.
  - iii. Clothes are not to be jammed into the wardrobe carton.
  - iv. Contractor must tape all seams securely;
  - v. Empty hangers must be packed in a separate carton;
  - vi. Loose items cannot be placed in the bottom of wardrobe carton;
  - vii. Items such as umbrellas, guitars or other musical instruments, canes, and swords may be packed in a wardrobe carton so long as they are wrapped and properly secured;
  - viii. Folded clothes may be removed from drawers and packed neatly into appropriate sized cartons that have been lined at the bottom with kraft-type paper; and
  - ix. All small, loose items in the drawers must be wrapped and packed.
- Note: The Contractor may leave articles in drawers if considered safe to do so.

h) Dried and Canned Food

The Contractor must ship dried goods and canned goods provided that they are acceptable in the destination country and on the transit route selected.

Opened dried-good boxes must be taped shut.

Once packed, the Contractor accepts liability for any damage that may result, as described in Rule 7;

i) Electronics

The Contractor must pack larger electronics components in the original shipping cartons if the Shipper makes them available. If the original packaging is not available, electronics must be wrapped and packed in an appropriate sized carton as described below:

- i. Computers: Computers must be packed using static-free materials. Create a base layer of kraft-type paper, place the computer on top of layer then surround the sides and the top with more wadded kraft-type paper until it is firmly packed. Follow the same steps for monitors, keyboards, and printers. All manuals, software, cables must be packed in a separate carton.

VCR/CD/DVD/Blue Ray players: Place the player on top of the kraft-type paper padding and continue to pad all the sides and the top of the player with wadded kraft-type paper until the carton is full. Seal it shut with packing tape.

- ii. LCD, LED, Plasma and next generation TVs must be packed in cartons designed for the transportation of such.

- j) HG&E requiring instructions (e.g. exercise equipment, baby cribs): The Contractor is responsible to provide assistance to the Shipper to assemble/disassemble baby cribs or exercise equipment based on the manufacturer's instructions. All components must be wrapped and placed in appropriate sized cartons;

k) Firearms

- i. Non-restricted firearms are to be shipped in accordance with the Criminal Code of Canada, the Federal Firearms Act and applicable Provincial regulations <http://laws-lois.justice.gc.ca/eng/acts/F-11.6/>.
- ii. It is the Shipper's responsibility to meet the permit requirements of the destination country.
- iii. All firearms must be placed in a readily accessible part of the container or lift van to facilitate inspection by customs personnel.
- iv. The Contractor must pack all firearms in the presence of the Shipper;

l) Garages (sheds) or patio area contents

- i. The Contractor must ensure that all outdoor equipment, tools, toys and furniture are thoroughly cleaned and free of any soil before accepted for shipping.
- ii. The Contractor must pack all items located in the garage into cartons, as appropriate.
- iii. See instruction on bundling for tools and totes in Rule 11.

m) Garden Tools/Motorized Yard Equipment

- i. Long handled tools must be bundled together with packing tape. Pad the bundles if necessary to prevent damage to other items;

- ii. Attachments must be removed from power tools, wrapped and packed securely in an appropriate sized carton;
- iii. Wrap small hand tools separately or leave them in tool boxes, filling spaces with crumpled paper. Wrap loose tools and pack them in an appropriately sized carton with other tools; and
- iv. The Contractor must ensure that the Shipper has drained all the fuel and oil from lawn mowers, powered hedgers, weed trimmers, or similar items containing fuel and oil.

n) Grandfather Clocks

Grandfather Clocks must be prepared for the move in accordance with Rule 5.

Once a Grandfather Clock has been prepared by the Shipper in accordance with Rule 5, the Contractor must ensure that the clock cabinet is protected and crated appropriately;

o) Lamps

The Contractor must:

- i. Line an appropriately sized carton or dish pack with tissue paper, leaving a sufficient amount hanging over the sides to cover the shade.
- ii. Handle the shade by its wire frame, place it in the carton and cover it with tissue paper.
- iii. Wrap all the components separately in wrapping paper.
- iv. Ensure that all lamp shades are wrapped individually with clean paper and placed in cartons marked "FRAGILE" and cushioned to prevent shifting or damage.

Lampshades may be nested with the base if there is sufficient room, with the exception of silk lampshades, which must be packed separately from all other items and never be nested;

p) Mirrors, Pictures, Paintings, Glass Table Tops, and Stone Table Tops

The Contractor must:

- i. For Mirrors, glass table tops, large glass faced pictures, and all other glass articles of this type, wrap and pack in a crate, or a carton which is specially designed and used by the moving industry for that purpose.
- ii. For paintings without glass protection, pack in such a manner as to avoid contact with any material which could damage the surface of the painting.
- iii. Ensure that stone table tops are packed separately;

q) Recreational Vehicles

The Contractor must, when recreational vehicles are approved for shipment:

- i. Ensure the Shipper has drained the fuel tank to have no more than ¼ tank of fuel and disconnected the battery;
- ii. Ensure that the recreational vehicle does not have any leakage;
- iii. Crate motorcycles and other high value recreational vehicles to prevent damage while in transit and to eliminate damage to other HG&E items.
- iv. Properly secure within the crate to minimize movement.

- v. Properly secure the crate or crates in the container and load the recreational vehicle last to facilitate access when an inspection is required.
- vi. Design the crates to allow for inspection of the fuel tanks when necessary;
- vii. Tape head, tail and signal lights.
- viii. Remove windshields, saddlebags, etc., and pack separately, or may be crated with the main crate so long as the minimum cubic measurement of the main crate is maintained; and
- ix. Inspect the vehicles to ensure that all vehicles, including motorcycles, are thoroughly cleaned and free of any soil before acceptance for shipping.

r) Tables and Chairs

The Contractor must:

- i. When possible, remove table legs, wrap in padding and bundle. The bundle must be taped together taking care not to allow the tape to touch the table legs. Ensure the hardware for the legs is re-attached to the bottom of the table; and
- ii. Wrap the table top with padding and tape it in place. All table leaves must be removed, wrapped in padding and bundled. Chairs must be wrapped in padding and taped in place taking care not to allow the tape to touch the furniture.

s) Bicycles

The Contractor must:

- i. Pack bicycles in suitably designed cartons of normal commercial pattern or they may be crated;
- ii. Use protective wrapping and padding must be applied where necessary to prevent damage, shifting or movement during transit;
- iii. Assist the Shipper if necessary to prepare bicycles for shipping in accordance with Rule 5 and Rule 9. The Shipper will allow the front wheel to be removed. The Contractor will box the front wheel and package it inside the bicycle carton; and
- iv. Ensure that the bicycle is placed upright and sealed with a suitable tape and strapped girth wise at one third the distance from each end. The word "UP" with an arrow pointing to the top of the carton must be stenciled in black letters a minimum of 2 inches high on each side. Crates must be similarly marked.

#### **APPENDIX 4 – VANS / VEHICLES / CONTAINERS AND EQUIPMENT**

The Contractor must only use those vans, vehicles and containers suitable for the movement of HG&E.

The Contractor must ensure that:

- a) Prime movers (tractors) and trailers (including trailers used to transport Van Line containers) and straight trucks are professionally inspected or certified by Provincial or Territorial authorities as required by their respective Highway or Traffic Act regulations and be equipped with suspension suitable for road transport of HG&E;
- b) Closed vans/vehicles/containers are in a good state of repair and properly equipped. Their interiors must be clean, dry, and free from vermin, acid, paint, grease, and all other substances injurious to the HG&E. Each will be provided with a sufficient quantity of clean pads, covers, and other protective equipment to ensure safe delivery of the HG&E and protection of residences. Fittings and equipment (e.g. doors, floors, ramps, van walls, tie-down points, locking devices) must be in a good state of repair and available in sufficient quantity to contain and secure the HG&E;
- c) Any unique material handling equipment that is required be used for the safe handling of heavy articles such as upright freezers; pianos, safes, etc.;
- d) Only case hardened locks are used to secure the contents in the vans/vehicles/containers; and
- e) Necessary precautions are taken to ensure that the contents of all shipments are secured at all times throughout the HG&E and PMV(s) movement process.

## APPENDIX 5 - QUALITY ASSURANCE (QA) PROGRAM

### 1. General

Canada endeavours to provide high quality household removal services to government employees and members. To that end, surveys are conducted by a third-party to evaluate the quality of services provided as part of the VI process under this Contract. The results of the surveys administered on behalf of Canada will be shared with the Contractor; however, it must be noted that as a condition of participation in the survey process, the identity of the Shipper will not be divulged unless the Shipper provides Canada with express permission to do so.

The PA will identify negative trends requiring corrective action as per SOW section 1.6 and will request follow-up from the Contractor.

The Contractor must comply with the following:

- a) The Contractor must have a Quality Assurance (QA) Program in place to identify, address and clearly demonstrate that there are improvements in those areas of concern identified by a PA, the DA or the TA.
- b) Within 10 days after the award of the Contract, the Contractor must provide its QA Plan to the PA and the Contracting Authority (CA) for review and acceptance, for incorporation into the Contract. The QA Plan should be based on the Contractor's experience and knowledge of historical areas that have proven to require ongoing quality assurance monitoring. Minimum areas to be addressed include:
  - i. Safeguarding of personal information;
  - ii. Safeguarding and tracking of HG&E and PMV; and
  - iii. Compliance with Contract terms and conditions.
- c) At a minimum, the QA Plan must include an inspection program to ensure consistency in meeting and maintaining the standards of quality for packing, scaling and unpacking requirements;
- d) The Contractor must maintain the approved QA Plan (reference SOW section 2.1.) to ensure compliance with the required service standards articulated in this Contract; and
- e) The Contractor's QA Plan must include a process for prompt initiation of corrective action on any issues/concerns or negative trends associated with satisfying the requirements of this Contract. Contractor measured performance that falls below the performance measurement benchmarks (reference Annex E – Value Index Model-Performance Measurement) are to be proactively targeted by the Contractor for continuous improvement. Corrective measures initiated by the Contractor to improve their performance are to be provided to the PA, typically at the regularly scheduled IDC meetings.

## APPENDIX 6 - WAREHOUSE STANDARDS AND INSPECTIONS

### 1. General

The Contractor must follow warehouse standards as described below:

- a) A warehouse is defined as a building in which household goods and furniture are stored. No product other than household goods or products of a like kind are permitted to share the premises of the warehouse, unless the areas assigned to household goods storage are secured and appropriately safeguarded by a firewall. Goods not of "like kind" includes anything that may contaminate the household goods (e.g. strong odors, incompatible chemicals, and products that may alter the structure of household goods being stored);
- b) The Contractor must conduct inspections of all warehouses used to ensure they meet, at a minimum, the standards described within this Appendix. Inspection details must be recorded and must be available for review by the DA on request;
- c) There must be proof stating that the warehouse adheres to all federal and local fire regulations. Any costs associated with obtaining this proof is the responsibility of the Contractor. Also required in the Contractor held records is a diagram or sketch of the warehouse that shows any other companies within the same structure, main interior dimensions, doors, openings, loading ramps, rated separation firewalls, and indicates the street address. This proof must be maintained up-to-date;
- d) In the event that a warehouse does not have proof of compliance with fire regulations, insurance or any other local warehouse requirements that may be more stringent than required under this Contract, then the Contractor must coordinate with the responsible DA and TA in writing, detailing the corrective action and, if necessary, the removal of the storage lots to suitable warehouses at the Contractor's expense. Any costs associated with any deficiencies or relocation must be borne by the Contractor; and
- e) Canada reserves the right to inspect warehouses holding storages, LTS and/or SIT lots, at any time without prior notification to the Contractor.
- f) Every year, the TA will conduct a random check of a minimum of 3 stored lots to ensure adherence to storage standards. The Contractor will be given the name of the Shipper of the LTS lots to be inspected 1 business day prior to the inspection.
- g) The transfer of any LTS lots into another warehouse will be done only under the supervision of a TA or designated representative.



## APPENDIX 7 - SERVICE FAILURES

### 1. General

A Service Failure (SF) is assessed when the Contractor has not complied with certain requirements of the Contract, as further described in Table 3 and Table 4. Communication regarding SFs require a verification of receipt (e.g. fax, courier or EDI with receipt notification) in order to demonstrate compliance with required timeframes. Adherence with the timeframes will ensure that the correct VI includes the SF based on when they are assessed, not when the move took place.

- a) Service failures are a tool to identify a service requirement that has not been met, which enables tracking problematic areas and targeted continuous improvement initiatives. The Contractor's ability to effectively minimize service failures throughout its QA Plan and CI initiatives is an incentive to earn a larger business share. A robust review process ensures that service failures are reflected in the Contractor's CI component of the VI.
- b) Service failures have been put in place to ensure Contractor compliance with the terms and conditions of the Contract. These are intended to identify performance deficiencies that require corrective action by the Contractor to improve the quality of services. They are categorized as service delivery shortfalls, liquidated damages and adverse reports.
- c) Service failures can be applied by Canada until the close of business up to 40 business days after the TA receives the invoice for the move. The intent is to apply the service failure as soon as it is identified to enable the Contractor to identify the source of the issue and take corrective measures to avoid similar or repeated service failures.
- d) Service failures can be determined administratively, based on the content of the invoice and supporting documentation, or as the result of an on-site QCI. Those that are determined administratively will apply to the VI period in which they are processed.
- e) The Contractor will be notified of each service failure applied on a move through a letter, email, or via the System.
- f) The PA reserves the right to call a meeting with the Contractor to discuss the results and corrective actions of the formal review.

### 2. Service Delivery Shortfalls

- a) Service delivery shortfalls are classified as minor (1 point) or major (2 or 3 points) with respect to its impact on the Value Index (VI). Two minor shortfalls on the same move equals a major shortfall (2 points). A detailed breakdown of the service delivery shortfalls is described in Table 3 below. The VI impact is annotated in brackets within the Table.

### 3. Liquidated Damages

- a) A detailed breakdown of the liquidated damages including the monetary impositions can be found in Table 4 below. The VI impacts are annotated on the Tables. The Contractor must pay the actual expenses incurred by Canada in the event the amounts assessed as per Table 4 are not sufficient to cover, or do not address, the full expenses incurred.
- b) The Contractor must pay the amount of the liquidated damages to Canada no later than 20 business days after notification of the service failure, unless an appeal to the service failure has been submitted prior to the 20 business days.
- c) Canada will not entertain appeals to service failures after related payment of the liquidated damages has been received.

#### 4. Adverse Reports

An adverse report can be filed when a report is received from a Shipper or TA or there is a repetitive disregard for a Contract requirement that is not specifically identified in the Service Failure (SF) tables. Adverse reports have a VI impact of 2 points.

#### 5. Appeal Process

The Contractor may raise an objection regarding the application of service failures as described below. Any objection to a service failure must be raised before the related amount of the liquidated damage is paid; otherwise, the objection will be deemed invalid and given no further consideration.

##### a) First Level Appeal

- i. The Contractor can forward any formal objections to a service failure to the DA via registered mail or electronic mail;
- ii. The appeal must include all supporting documentation and be received by the DA no later than the close of business 20 business days from the date of the receipt of the service failure; and
- iii. The DA will review the information provided by the Contractor and will render a first level appeal decision.

##### b) Final Appeal

- i. If not in agreement with the first level appeal decision, the Contractor has 10 business days from the date of receipt of the first level appeal decision to raise the issue to the PA, who will in turn raise the issue to the IDC Chairperson, for a final appeal process.
- ii. The Contractor must provide the PA with:
  - 1) A complete listing of all of the pertinent details that led to the original requirement for a DA first level appeal decision;
  - 2) A recount of the DA first level appeal decision rendered and any supporting documentation; and
  - 3) A listing of all subsequent details/explanations that would warrant a revisit of the DA first level appeal decision.
- iii. The PA and the IDC Chairperson will re-assess the first level appeal decision with the DA, and the IDC Chairperson will render a final appeal decision.

##### c) Final Appeal Disposition

- i. If the first level appeal decision is overturned, any associated service failure and/or monetary imposition will be retracted; and
- ii. If the first level appeal decision is upheld, the Contractor must pay the related amount of liquidated damages to Canada by no later than 20 business days following notification of the final appeal decision.

**Table 3 of Annex A****Shortfalls**

SERVICE DELIVERY SHORTFALL		VI Impact	REFERENCE
<b>General</b>			
<b>SF1</b>	Failure of the Contractor to meet the mutually agreed timings.	Minor (1)	Annex A 2.1.f. Annex A 2.1.g.
<b>SF2</b>	Non-provision of bilingual material or services by the Contractor.	Major (3)	Annex A 2.1.a. Annex A 2.1.b.
<b>SF3</b>	Failure of the Contractor to notify the IDC within 24 hrs of any major incident including corrective action to be taken.	Major (3)	Annex A 2.2.b. SACC 2035-10 SACC 2035-06
<b>SF4</b>	Failure of the Contractor to obtain TA/DA authorization as required by this Contract	Major (3)	Annex A 2.1.c Annex A 2.4.a.ii Annex A 2.4 b Annex A 2.5.d. Annex A 2.8.a Annex A 2.15 a iii 1) Annex A 2.15 b) Annex A 2.16 d) vi
<b>Pre-move Consultation</b>			
<b>SF5</b>	Failure of the Contractor to conduct the Pre-move Consultation at the Shipper's residence, or by telephone if authorized by the TA.	Major (3)	Annex A 2.4.a.
<b>SF6</b>	Failure of the Contractor to provide a weight estimate to the System within 10 business days after the Move Order was received for regular moves, or at least 2 business days before the load date for rush moves.	Major (3)	Annex A 2.3.f
<b>SF7</b>	Failure of the Contractor to provide the Shipper with the applicable Pre-move Information booklet(s) and review of items as per the Contract.	Major (3)	Annex A 2.4.c. Annex A 2.4 Annex A 2.16
<b>SF8</b>	Failure of the Contractor to provide the Shipper with a copy of the Pre-move weight estimate and vehicle valuation at the time of Pre-move Consultation, but no later than the next business day after the Pre-move Consultation.	Minor (1)	Annex A 2.4.m Annex A 2.16 d. ii
<b>SF9</b>	Failure of the Contractor to provide a revised weight estimate to the Shipper and the System by no later than the day prior to DSR date.	Major (2)	Annex A 2.4.o.
<b>Packing</b>			
<b>SF10</b>	Packing exceeded 0800 to 2030 hours without Shipper approval and, if available, TA approval.	Minor (1)	Annex A 2.1.c.

<b>SF11</b>	Failure of the Contractor to complete packing prior to DSR date without TA and Shipper approval.	Major (2)	Annex A 2.5.c.
<b>Loading</b>			
<b>SF12</b>	Loading exceeded 0800 to 2030 hours without the agreement of the Shipper.	Major (2)	Annex A 2.1.c.
<b>SF13</b>	Failure of the Contractor to protect the residence and HG&E.	Major (2)	Annex A 2.0.d. Annex A 2.0.e
<b>SF14</b>	Failure of the Contractor to provide the Shipper with a properly completed inventory listing or VCR.	Major (3)	Annex A 2.6.f
<b>SF15</b>	Failure of the Contractor to clear Shipper's residence of empty containers, packing material and other debris incidental to packing and loading.	Minor (1)	Annex A 2.6.g
<b>SF16</b>	Failure of the Contractor to obtain a valuation of a PMV prior to acceptance for transport.	Major (2)	Annex A
<b>Scaling</b>			
<b>SF17</b>	Failure of the Contractor to adhere to the applicable scaling procedures (limited to one per move).	Major (3)	Annex A 2.11 Annex A 2.13 Annex A 2.14
<b>SF18</b>	Failure of the Contractor to provide a weigh scale ticket that includes all the required information.	Minor (1)	Annex A 2.12.
<b>Transportation</b>			
<b>SF19</b>	Failure of the Contractor to provide moving equipment (Van, Sea Container, etc.) that meets the equipment standards in the Contract.	Major (3)	Annex A 2.7.a.
<b>Storage</b>			
<b>SF20</b>	Failure of the Contractor to store (SIT or LTS) a shipment in a warehouse facility that meets the standard.	Major (3)	Annex A 2.15.
<b>SF21</b>	Failure of the Contractor to immediately advise the TA of any changes to an LTS lot (location, weight, access, etc.).	Major (2)	Annex A 2.15.iv.
<b>Delivery/Unloading</b>			
<b>SF22</b>	Contractor performs a delivery to other than the principal residence without prior TA approval.	Major (3)	Annex A 2.8.b.i.
<b>SF23</b>	Failure of the Contractor to obtain Shipper approval to exceed the prescribed 0800 to 2030 hours of service.	Minor (1)	Annex A 2.1.d. Annex A 2.1.c.
<b>SF24</b>	Failure of the Contractor to protect the residence and HG&E from damage.	Major (3)	Annex A 2.0.d. Annex A 2.0.e
<b>SF25</b>	Failure of the Contractor to assist the Shipper in annotating all exceptions and new damage on the inventory listing and/or VCR.	Major (3)	Annex A 2.8.b. vi.

<b>SF26</b>	Failure of the Contractor to re-assemble furniture or any other items that were disassembled by the Contractor at origin. If this prevents the Shipper from sleeping or eating at the residence, it is LD1.	Minor (2)	Annex A 2.8.b.iv.
<b>Unpacking</b>			
<b>SF27</b>	Unpacking exceeded 0800 to 2030 hours without agreement of the Shipper.	Major (3)	Annex A 2.1.c.
<b>SF28</b>	Failure of the Contractor to perform unpacking no later than the next business day after delivery/unloading or alternate date as requested by the Shipper.	Major (3)	Annex A 2.9.a.
<b>SF29</b>	Failure of the Contractor to annotate damages on the "Loss/Damage to Packed Items" form with the Shipper.	Major (3)	Annex A 2.10.a.
<b>SF30</b>	Failure of the Contractor to provide a pick-up or an additional pick-up of packing material and empty cartons within 5 business days of unpack day or other mutually agreed time.	Minor (1)	Annex A 2.9.e.
<b>PMV</b>			
<b>SF31</b>	PMV pickup and/or delivery exceeded 0800 to 2030 hours without agreement of the Shipper.	Minor (1)	Annex A 2.1.c.
<b>SF32</b>	Failure of the Contractor to contact the Shipper within 7 business days for regular moves and within 2 business days for a rush move from the date of receipt of the Move Order.	Major (3)	Annex A 2.4 a
<b>SF33</b>	Failure of the Contractor to transmit to the System the valuation of the PMV within 5 business days of the DSR.	Major (3)	Annex A 2.16.d.ii.
<b>SF34</b>	Failure of the Contractor to contact the DA within 1 calendar day if a PMV becomes inoperable during acceptance, shipment or delivery.	Minor (1)	Annex A 2.16.f.ii.
<b>Claims</b>			
<b>SF35</b>	Failure of the Contractor to provide a HG&E or PMV Statement of Claim form to the Shipper within 5 business days of the request to submit a claim.	Minor (1)	Appendix 8, 1.6.d. Appendix 9, 2.0.e.
<b>SF36</b>	Failure of the Contractor to acknowledge receipt of, and commence settlement action on a properly documented HG&E or PMV claim within 5 business days.	Major (2)	Appendix 8, 1.6.f. Appendix 9, 2.0.g.
<b>SF37</b>	Failure of the Contractor to provide the Shipper with the final settlement package within 45 business days from the receipt date of the claim, including an itemized claim settlement breakdown of costs, explanations and reasons for denials.	Major (3)	Appendix 8, 1.6.i. Appendix 8, 1.6.k. Appendix 9, 2.0.k.
<b>SF38</b>	Failure of the Contractor to submit monthly HG&E and PMV claims reports.	Major (3)	Appendix 8, 1.8.b Appendix 9, 3.0

**Table 4 of Annex A****Liquidated Damages**

<b>Liquidated Damages</b>		<b>Monetary Imposition (and Value Index Impact)</b>	<b>REFERENCE</b>
<b>LD1</b>	Pre-pack of necessary items or items that were identified as essential for day-to-day living which prevented the Shipper from sleeping or eating at the residence, or failure to assemble these items at new residence.	\$800 per calendar day plus any additional costs incurred by Canada and/or the Shipper (2)	Annex A 2.5.d Annex A 2.8 Annex A 2.11. b.
<b>LD2</b>	Failure of the Contractor to respect the DSR date.	\$800 per calendar day for the number of days difference between the date the service is rendered and the original DSR date plus any additional costs incurred by Canada and/or the Shipper (3)	Annex A 2.3.d
<b>LD3</b>	Failure of the Contractor to ensure that fuel tanks are full prior to scaling.	\$1,000 (3)	Annex A 2.11.a
<b>LD4</b>	Failure of the Contractor to identify and refuse an inadmissible item which as a result is transported.	Adjustment of weight and charges and any additional costs incurred by Canada and/or the Shipper (2)	Annex A Rule 8
<b>LD5</b>	Failure of the Contractor to respect the GTT or the confirmed delivery date for HG&E shipments in SIT.	\$800 per calendar day commencing the day after maximum GTT or DDR until actual delivery day, inclusive. (3)	Appendix 2
<b>LD6</b>	Failure of the Contractor to respect the PMV GTT	\$100.00 per calendar day commencing the day after maximum GTT until actual delivery date (3)	Appendix 2
<b>LD7</b>	Failure of the Contractor to authorize the Shipper to rent a comparable PMV for the time required to perform repairs when a PMV cannot be delivered due to loss or damage.	All (insurance, pickup/drop off fees, additional mileage, additional drivers, etc.) rental car costs (less fuel) for the duration of the repair time. (3)	Appendix 9, 1.4.e
<b>LD8</b>	PMV was driven excessively while in the possession of the Contractor	The kilometric allowance (Canadian high rate based on DSR) in accordance with the Treasury Board Travel Directive as well as any other charges incurred by Canada and/or the Shipper (3)	Appendix 9, 1.2.a

## APPENDIX 8 – HG&E INSURANCE

### 1. General

Canada reserves the right to self-insure or purchase RCP from the Contractor.

### 2. Common Carrier Liability

- a) Common carrier liability of Ontario applies to all Move Orders that Canada chooses to not acquire RCP; and
- b) When RCP is not selected, the Contractor must provide information to, and work with, a third-party administrator, contracted by Canada, to resolve claim related issues.

### 3. Replacement Cost Protection

When RCP is selected on the Move Order, the Contractor must:

- a) Provide RCP for physical loss or damage that is due to mishandling and incidents that occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the Shipper's HG&E, i.e. from origin to destination;
- b) The Contractor's liability for such loss or damage is not limited by any provision in the Bill of Lading or the Warehouse Receipt applicable to such HG&E, nor do any exceptions to liability contained in such Bill or Receipt apply;
- c) Waive common carrier insurance and any other provision implied or imposed by law that may limit the liability of the Contractor for such loss or damage, or that establishes an exception to such liability, to such an extent such waiver is permitted by law;
- d) Be responsible for RCP for all phases of the door-to-door move, regardless of who may perform the Work (e.g. the Contractor is fully responsible for all phases of the door-to-door move, and for all third-parties, regardless to whether the Contractor has a choice to retain such third-parties or not); and
- e) Provide RCP coverage for HG&E as stated in the Move Order at the rates found in Annex B Table 6, regardless of the weight of the shipment.
- f) Costs for any additional coverage that the Shipper may need must be borne by the Shipper. This includes requirements for appraisals to establish the valuation of items, for example:
  - i. Antiques;
  - ii. Crystal;
  - iii. Art Collections;
  - iv. Silverware;
  - v. Figurines;
  - vi. Digital Cameras;
  - vii. Computers and Software; and
  - viii. Video Games.

### 4. Articles & Appliances

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

## 5. Exclusions

The following items are excluded from coverage:

- a) Accounts, bills, deeds, evidence of debt, letters of credit, passports, documents, house plants, greenware, stamp and coin collections, airline or other tickets, postage stamps, money, currency, bullion, notes, securities, manuscripts, parchments, awards, certificates, mechanical drawings, dies or patterns, precious stones, jewellery, dried flowers, and aircraft parts;
- b) Loss or damage caused by, or resulting from, inherent vice or by wear and tear, unless the deterioration is due to improper storage by the Contractor;
- c) Loss or damage caused by war, invasion, act of a foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military power;
- d) Loss of food or consumables;
- e) Loss or damage caused by contamination by radioactive material;
- f) Loss of market value to antiques, works-of-art, or other related high-value items that have been damaged and repaired by the Contractor;
- g) Computer down time, TV rentals and other related losses;
- h) Emotional upset or stress, or the loss or damage of items that have intrinsic value (e.g. family album, keepsakes, heirlooms); and
- i) Telephone calls, travel and personal time expended to settle a claim.

## 6. Basis of Settlement

- a) The date of discovery of the loss or damage by the Shipper, or reported to the Shipper by the Contractor, is deemed to be the date the loss or damage occurred;
- b) The settlement must be based on the lesser of the cost to repair the item(s) with new materials of like kind and quality or the cost to replace the item(s), including all applicable taxes. Where an item is not being repaired or replaced, compensation shall not exceed the actual cash value at the time of loss as per the Foreign Service Directives (FSD 15, Appendices B and C, <http://www.njc-cnm.gc.ca/directive/d110/v234/en?print>);
- c) In order to expedite a claim, the Contractor may offer a reasonable appearance allowance for minor damage, such as a small scratch or dent, to an article that the Shipper does not wish to have repaired or replaced. In such instances, the liability of the Contractor is limited to the lesser of the cost to repair (including all applicable taxes) or the depreciated value of the item;
- d) For loss or damage to recreational vehicles, the Contractor is liable for the greater of: the *Canadian Blue Book* value dated the month of loading, and the professionally appraised value. The Contractor must repair the item(s) with material of like kind and quality;
- e) Repair or replacement costs are not normally applicable for minor damage to articles such as garden tools, lawnmowers, snow blowers, sports equipment, boats, canoes, etc., which can sustain damage such as scratching, denting, chipping and marring during normal use;
- f) The Contractor must pay all costs associated with obtaining any repair estimates or other documentation required;
- g) In the event that a shipment cannot be delivered due to major loss or damage, the Contractor is to take immediate action to permit the Shipper to move into the residence, commence housekeeping (i.e. sleeping, and the preparation and consumption of meals), or be liable for the cost of commercial meals and lodgings at the prevailing Treasury Board rates after the final day of the GTT;
- h) Canada reserves the right to perform an inspection to assess the loss or damage;



- i) The Contractor must advise the Shipper of the loss or damage in writing, through the TA, in the event of loss or damage at a warehouse where it is impractical for the Shipper to be onsite. At the Contractor's expense, the Shipper has the option to:
  - i. authorize the immediate repair or replacement of the loss or damage, subject to approval by a representative selected by the Shipper; or
  - ii. repair or replace the lost or damaged item when the Shipper is able to accept delivery of the LTS lot (i.e. sometime in the future).
- j) In the event of a contentious claim, the Contractor may hire, at its own expense, an independent professional insurance adjuster to assist in resolving the claim. Canada reserves the right to require that the Contractor use an independent professional insurance adjuster;
- k) In the event of a major loss (i.e. over \$5,000), the Contractor must hire, at its own expense, an independent professional insurance adjuster to work with the Shipper to settle the claim; and
- l) In the event that the Contractor pays the replacement value of a damaged item, the damaged item becomes the property of the Contractor.

## **7. RCP Claim Settlement Process**

Canada is not a direct party to the claim settlement process when RCP is purchased. All settlements are the responsibility of the Contractor and the Shipper as follows:

- a) The Contractor must commit to the claim settlement process once a Shipper has indicated their intent to submit a claim for loss or damage.
- b) Co-insurance does not apply.
- c) The Contractor must provide a contact person, known as the account manager, within its company for all claims settlement services who will be the sole point of contact. All correspondence must be from this contact person, using the Contractor's letterhead and forms in order to avoid confusion.
- d) The Contractor must, in all cases:
  - i. Provide claim settlement services, and all related documentation, in the official language (i.e. English or French) of the Shipper's choice;
  - ii. Assign an account manager to oversee these services to provide a consistently high level of claims settlement satisfaction;
  - iii. Inform the Shipper in writing of the loss or damage claim process by providing clear and concise instructions outlining how they are to file a claim. The instructions must also include statutory limitations, indicate that the claim must be submitted within the 90 calendar days of the delivery date, outline settlement procedures and the timelines that must be followed.
  - iv. Allow flexibility in allowing claimants to submit and modify claims up to 90 calendar days after the delivery date, and be reasonable in considering an extension request by the Shipper when warranted by extenuating circumstances such as a quick posting, deployment or other similar situations occur;
  - v. Provide a HG&E Statement of Claim form to the Shipper within 5 business days of the request to submit a claim;
  - vi. Assist the Shipper, as required, to complete the Statement of Claim form, in certifying evidence of loss or damage, and in fully answering questions regarding completion of the form and the claim settlement process;

- vii. Acknowledge receipt of and commence settlement action on a properly documented claim within 5 business days;
- viii. Follow-up with the Shipper within 2 business days of receipt regarding any improperly documented claims;
- ix. Close the Shipper's claim within 45 business days of receipt of the properly documented HG&E claim;
- x. Provide the Shipper a fully itemized report with each settlement cheque, with full explanation of any denials. In the event that there is a disagreement between the Contractor and the Shipper, the Contractor must ensure that any documentation pertaining to a claim is made available to the DA upon request; and
- xi. Inform the applicable DA of all payment details for major damage or loss.

**8. RCP Claims Monitoring and Dispute Resolution**

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

**9. RCP Claims Report**

The format for the Claims report is attached as Table 5 of Annex A to enable monitoring of claim settlement performance as detailed in section 1.6 (k and l) of Annex A. The Contractor must provide to the PA and the CA:

- a) A quarterly claims report for each previous quarter, due in the first week of the new quarter; and
- b) An annual report on December 31 of each year.



## APPENDIX 9 - PRIVATE MOTOR VEHICLES INSURANCE

### 1. General

Canada reserves the right to self-insure or purchase PC from the Contractor.

### 2. Common Carrier Liability

- a) Common carrier liability of Ontario applies to all Move Orders that Canada chooses to not acquire RCP; and
- b) When RCP is not selected, the Contractor must provide information to, and work with, a third-party administrator, contracted by Canada, to resolve claim related issues.

### 3. Protection Coverage

When PC is selected on the Move Order, the Contractor must:

- a) Provide PMV protection coverage (PC) for the loss or damage that occurred while the Shipper's PMV was in the possession of the Contractor.
- b) Waive any provision in a Bill of Lading or Receipt that places a maximum dollar value on the liability of the Contractor for such loss or damage, or that establishes any exception to liability;
- c) Waive any provision implied or imposed by law that limits the liability of the Contractor for such loss or damage, or that establishes an exception to such liability, to such an extent that such waiver is permitted by law; and
- d) Be responsible for PMV PC for all phases of the move, regardless of who is providing the service on the Contractor's behalf.

### 4. Valuation

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

- a) For a new PMV that is not listed in the *Canadian Red Book* (Official Used Car Valuations and Canadian Older car/light truck) due to its recent purchase from the manufacturer's dealer, the actual cost of the PMV as stated on the bill of sale provided by the Shipper;
- b) For a used PMV, the value of the PMV as listed in the *Canadian Red Book* (Official Used Car Valuations and Canadian Older car/light truck) (including optional equipment and accessories) dated the month of loading;
- c) For a used PMV that is not listed in the *Canadian Red Book* or whose appraised value differs from the *Canadian Red Book*, the insurance coverage will be based on a current appraisal (dated within 30 days prior to shipment) provided by the Shipper from a professional appraisal firm; and,
- d) The valuation must include all optional equipment, accessories and auxiliary equipment included in the *Canadian Red Book* or as indicated in the appraisal.

### 5. Exclusions

The following are excluded from PMV insurance:

- a) Loss or damage caused by, or resulting from, inherent vice or by wear and tear, unless the deterioration is a direct result of improper storage by the Contractor;
- b) Loss or damage caused by war, invasion, act of a foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military power;
- c) Emotional upset or stress, or the loss or damage of items that have intrinsic value;

- d) Telephone calls, travel and personal time expended settling a claim;
- e) Loss of market value to any PMV that has been damaged and repaired by the Contractor; and
- f) Pre-existing conditions that cause the PMV to become inoperable (e.g. corrosion of brake lines, natural deterioration of hoses, lack of proper antifreeze to prevent damage to engine).

## **6. PC Basis of Settlement**

The settlement must be based on the lesser of the cost to repair the PMV with new materials of like kind and quality; industry accepted substitutes, or the cost to replace the PMV, including all applicable taxes to the limit of government provided coverage as follows:

- a) If the Shipper does not wish to have the PMV repaired, the liability of the Contractor is limited to the lesser of the cost to affect the repairs, inclusive of applicable taxes, or an agreed-upon cash settlement in lieu of the repairs;
- b) In the event that a PMV cannot be delivered due to major loss or damage (i.e. over \$5,000), or is delivered in a damaged condition where the period of repair will exceed 2 calendar days, the Contractor must take action within 1 calendar day to authorize the Shipper to rent a comparable vehicle for the period of time it will take to perform the repairs. The rental vehicle must be equivalent in size to the Shipper's PMV and must include coverage for all applicable operators for the following:
  - i. collision coverage;
  - ii. damage waiver; and
  - iii. additional kilometric charges beyond the free allowance;
- c) All of the associated rental vehicle costs are to be borne by the Contractor; and
- d) When damage is not readily evident as noted on the VCR on delivery, and an independent certified mechanic or an independent professional insurance adjuster investigates the circumstances surrounding the damage and determines that the damage is move related and not part of a pre-existing condition, then the Contractor may be liable for repairs and associated costs (e.g. estimate, towing, repair).

## **7. PC Claim Settlement Process**

Canada is not a direct party to the claim settlement process. All settlements are the responsibility of the Contractor and the Shipper as follows:

- a) The Contractor must commit to the claim settlement process once a Shipper has indicated their intent to submit a claim for loss or damage.
- b) Co-insurance does not apply.
- c) The Contractor must provide a contact person, known as the account manager, within its company for all claims settlement services who will be the sole point of contact. All correspondence must be from this contact person, using the Contractor's letterhead and forms in order to avoid confusion.
- d) The Contractor must, in all cases:
  - i. Provide claim settlement services, and all related documentation, in the official language (English or French) of the Shipper's choice;
  - ii. Assign an account manager to oversee these services to provide a consistently high level of claims settlement satisfaction;

- iii. Inform the Shipper in writing of the loss or damage claim process by providing clear and concise instructions outlining how they are to file a claim. The instructions must also include statutory limitations, indicate that no supplementary claims are allowed, and outline the settlement procedure as well as the timelines that must be followed;
- iv. Advise the Shipper to file their claim within 20 business days of the PMV delivery date. Under exceptional circumstances, the Shipper may apply to the Contractor for an extension to the claim filing time limits. The Contractor is expected to give favourable consideration to such requests in light of extenuating circumstances such as a quick posting, deployment or other similar situations;
- v. Provide a PMV Statement of Claim form to the Shipper within 5 business days of the request to submit a claim;
- vi. Assist the Shipper, when required, to complete the PMV Statement of Claim form, in certifying evidence of loss or damage, and in fully answering questions regarding the completion of the form and the claim settlement process;
- vii. Acknowledge receipt of and commence settlement action on a properly documented claim within 5 business days;
- viii. Follow-up with the Shipper regarding any improperly documented claims within 48 hours of receipt;
- ix. Commence the claim settlement process within 5 business days from the receipt date of the claim;
- x. Provide the Shipper with the final settlement package within 45 calendar days from the receipt date of the claim and include an itemized claim settlement breakdown of costs, explanations, reasons for denials, and enclose the cheque in the amount of the settlement;
- xi. Inform the DA of all claim settlements in excess of \$5,000 CAD; and
- xii. Provide the TA with copies of claims and documentation on request.

## **8. PC Claims Reports**

The format for the Claims report is attached as Table 6 of Annex A, to enable monitoring of claim settlement performance as detailed in section 1.6 of Annex A.

The Contractor must provide to the PA and the CA:

- a) A quarterly claims report for each previous quarter, due in the first week of the new quarter; and
- b) An annual report on December 31 of each year.



## APPENDIX 10 – ELECTRONIC DATA INTERCHANGE FORMATS FOR THE SYSTEM

**Note to Bidders:** This whole Appendix 10 is being revised. The true functional specifications will be provided when the RFP is published.

### 1. General

The System used by Canada will be available for testing with the Contractor's system no later than 30 calendar days after award of the Contract.

### 2. Communication Configuration - Security

- a) The issues of security, classification and aggregation of data are recognized by Canada. Both militarily and commercially sensitive data must be protected by the Contractor. Data Encryption will transform the data to a form, which is impossible to read without the appropriate knowledge or key. There are different approaches to cryptography, but Canada will use Triple Data Encryption Algorithm (3DES), which is an encryption algorithm based on Data Encryption Standard (DES). It can give an acceptable level of security given the current computing power. 3DES uses 3 stages of DES so it is much more secure and suffices for most applications currently. In 3DES, we apply 3 stages of DES with a separate key for each stage. So the key length in 3DES is 168 bits.
- b) There is a requirement to restrict the data available only those who are party to this Contract in order to make more effective use of their time and energy in their respective responsibilities. There is a security requirement to not allow the environment to be abused (hacked) and restrict use of only authorized use (i.e. only for the use intended). To accomplish this, the WS-Security guiding principles apply. WS-Security standardizes how security information is added to Simple Object Access Protocol (SOAP) messages and, as such, is designed to work with the general SOAP message structure and message-processing model, and is applicable to any version of SOAP.
- c) SOAP is a lightweight protocol for exchange of information in a decentralized, distributed environment. It is an eXtensible Markup Language (XML) based protocol that consists of 3 parts:
  - i. an envelope that defines a framework for describing what is in a message and how to process it;
  - ii. a set of encoding rules for expressing instances of application-defined data types; and
  - iii. a convention for representing remote procedure calls and responses.
- d) Each user will have a certificate to digitally sign the messages and to authenticate them with the Web servers over Secure Sockets Layer (SSL). The certificates themselves are not private since they are just a digitally signed way of handing out public keys. However, the private key that corresponds to the public key in the certificate is in the secure key store of the client whose certificate is used. This will allow the projected users to digitally sign their entity with their private key and then Canada's Department to Business (D2B) server would be able to verify their signature with the public key in the certificate.
- e) In the case of sending a SOAP message, each of the parties will create a digital signature of the SOAP body element with their private key, and include the corresponding certificate along with the signature in the headers of the request so that who receive the message can verify that the request came from this specific party and that it was unaltered since they signed it. Including the certificate with the request will validate the signature.



### 3. Messages and Information Fields to be Exchanged

- a) The communication format will be confirmed and tested upon award of this Contract. The following lists simply denote the required fields that are to be exchanged electronically between Canada's System and the Contractor's system(s). Provisions should be made for a record format version, record revision number, record version number, release date, and release time to be part of a record.
- b) Confirmation receipt messages and replies should occur within 24 hours of their initial transmission.
- c) Transmitted dates and times will have ISO Standard 8601:2004.
- d) Validation checks are to be performed on inbound records and the Contractor is to be notified of error free transmissions.
- e) The message types below are currently being communicated or planned for future communications as noted:

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

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

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

- i. Contract Number;
- ii. Origin Pick Up Location;
- iii. Destination Delivery Location;
- iv. Services;
- v. Moves with PMV;
- vi. Contract Previous Reference; and
- vii. Contracts Requiring Storage.

#### 4. Contract Numbers

The Contract Number will have the following format:

- a) The first 3 characters will be the origin region code;
- b) The next 3 characters will be the year identifier;
- c) The next 4 characters will be a sequential number; and
- d) The last 3 characters define the type of contract/order. The following is the proposed list of contract codes:
  - i. LHM - Long Haul Move;
  - ii. LOC - Local Move;
  - iii. LTS - Long Term Storage; and
  - iv. SIT - Storage in Transit at Origin or Destination.

An example of the contract number follows:

B06 03D 1024 LHM

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

#### 5. Origin Pick Up Location

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

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

XLTS F&E is currently in Long Term Storage.

#### 6. Destination Delivery Location

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

HOME\_\_\_\_\_ The following address represents the delivery address subject to destination TA's approval; and

STRG the shipment is to be delivered into storage.

## 7. Volumetrics

System volumetrics are provided below based on historical volumes in order to ensure that the Contractor's system(s) are able to store and process the potential move information for this Contract.

**Table 7 – Volumetrics**

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

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

### Long Haul Move (LHM) Record Layout

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

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

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Destination Contact Cell Phone #1	Char	0	10	
Destination Contact Cell Phone #2	Char	0	10	
Authorized Services Description	Char	0	100	
CRS Contact Name	Char	0	30	
CRS Phone Number	Char	0	10	
CRS Phone Extension	Char	0	4	
CRS Fax Number	Char	0	10	
CRS E-mail Address	Char	0	100	
Origin Country Code	Char	0	30	ISO standard
Destination Country Code	Char	0	30	ISO standard
		50	1,642	

**Local (LOC) Move Record Layout**

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

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

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

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"LHM"
Record Format	Num	1	2	1 to 99 Value 6
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	
Cross Reference Contract	Char	0	13	See Para 2.a.
Consolidation Number	Char	0	13	
Prime Loading Date	Date	8	8	"yyyymmdd"
Estimate Due Date	Date	0	8	"yyyymmdd"
Rush Move	Num	0	1	1 = 5%, 2 = 10%
Member's Last Name	Char	0	28	
Member's Preferred Language	Char	1	1	"E"- English or "F"- French
* Origin Pick Up Location	Char	0	4	See Para 2.b.
Origin Address Line 1	Char	0	50	Only 30 chars maximum will be passed from CRS
Origin City	Char	0	30	
Origin Province/State Code	Char	0	2	Standard Postal Province / State Codes
Origin Country Code	Char	0	2	
Origin Postal Code Zip	Char	0	10	"A9A9A9" or "9999999999"
Origin Business Phone	Char	0	11	
Origin Business Phone Extension	Char	0	4	
Origin Residence Phone	Char	0	11	
Origin Residence Phone Extension	Char	0	4	
Destination Delivery Location	Char	2	4	See Para 2.c.
* Destination TA Code	Char	3	3	"A99"
Destination Address Line 1	Char	0	50	Only 30 chars maximum will be passed from CRS
Destination City	Char	0	30	
Destination Province / State Code	Char	0	2	Standard Postal Province / State Codes
Destination Country Code	Char	0	2	
Destination Postal Code / Zip	Char	0	10	"A9A9A9" or "9999999999"
Destination Business Phone	Char	0	11	
Destination Business Phone Extension	Char	0	4	
Destination Residence Phone	Char	0	11	
Destination Residence Phone Extension	Char	0	4	
Estimate Inspection Date	Date	0	8	"yyyymmdd"
Maximum Charge	Num	0	8	99999.99

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Maximum Weight (lb)	Num	0	5	99999
Number of Rooms	Num	0	2	99
Services Authorized	Char	0	100	See Para 2.d.
Remarks	Char	0	500	
Member's First Name	Char	0	28	
Origin Address Line 2	Char	0	50	Only 30 chars maximum will be passed from CRS
Origin Cell Phone #1	Char	0	10	
Origin Cell Phone #2	Char	1	10	
Destination Address Line 2	Char	0	50	Only 30 chars maximum will be passed from CRS
Destination Cell Phone #1	Char	0	10	
Destination Cell Phone #2	Char	0	10	
Estimated Date of Arrival of dependents at Destination	Date	0	8	"yyyymmdd"
Time Arrival of dependents am/pm	Char	0	1	Values "a", "p", blank
Date New Residence Available	Date	0	8	"yyyymmdd"
Time Residence Available am/pm	Char	0	1	Values "a", "p", blank
Time Inspection am/pm	Char	0	1	Values "a", "p", blank
Requested Packing Date	Date	0	8	"yyyymmdd"
Destination Contact Name	Char	0	50	
Destination Contact Relationship	Char	0	30	
Destination Contact Home Phone #1	Char	0	10	
Destination Contact Office Phone #1	Char	0	10	
Destination Contact Office Extension	Char	0	4	
Destination Contact Cell Phone #1	Char	0	10	
Destination Contact Cell Phone #2	Char	0	10	
Authorized Services Description	Char	0	100	
CRS Contact Name	Char	0	30	
CRS Phone Number	Char	0	10	
CRS Phone Extension	Char	0	4	
CRS Fax Number	Char	0	10	
CRS E-mail Address	Char	0	100	
Origin Country Code	Char	0	30	ISO standard
Destination Country Code	Char	0	30	ISO standard
		50	1,642	

### Agent (AGT) Record Layout

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

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"AGT"
Record Format	Num	1	2	1 to 99 Value 1
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"



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

**EST (Estimate) Record Layout**

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

**Acknowledgement (ACK) Record Layout**

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

### Receipt (REP) Record Layout

The REP record is the way in which the Contractor acknowledges receipt of an electronic communication. The REP record must be received within 60 minutes. All communications must be replied to.

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

**Deletion (DEL) Record Layout**

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

Field Name	Field Type	Field Size Min	Field Size Max	Field Format
Record Number	Num	1	3	1 to 999
Record Type	Char	3	3	"DEL"
Record Format	Num	1	2	1 to 99 Value 5
Record Revision	Num	1	2	1 to 99
Record Version	Num	1	2	1 to 99
Release Date	Date	8	8	"yyyymmdd"
Release Time	Char	8	8	"99:99:99"
Contract Number	Char	13	13	"A999999999AAA"
Remarks	Char	0	500	
		<b>36</b>	<b>541</b>	

**List of Authorized Services**

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

**APPENDIX 11 – BSI EXAMPLES**

Mission: BRUSSELS, Belgium	Mission: BRUXELLES, Belgique
Sea Shipments/Expéditions maritimes	Air Shipments / Expéditions aériennes
<p>Address / Adresse: SELECT 1, 2 , OR 3            (1) Embassy of Canada, 3rd Floor            5th floor - 58 Avenue des Arts            1000 Bruxelles, Belgium            Attn: Mission Administration Officer            Tel: XXX-XX-X-XXX-XXXX            Fax: XXX-XX-X-XXX-XXXX            Mitnet Tel: XXX-XXXX, Mitnet Fax: XXX-XXXX</p> <p>(2) Mission of Canada to the European Union            2 Avenue de Tervuren            1040 BRUSSELS, Belgium            Attn: Mission Administration Officer            Tel: XXX-XX-X-XXX-XXXX            Fax: XXX-XX-X-XXX-XXXX            Mitnet Tel: XXX-XXXX, Mitnet Fax: XXX-XXXX</p> <p>(3) Délégation du Canada auprès du            Conseil de l'Atlantique Nord,            North Atlantic Treaty Organization,            Boul. Léopold III            1110 BRUXELLES, Belgique            Tel: XXX-XX-X-XXX-XXXX            Fax: XXX-XX-X-XXX-XXXX            Attn: Mission administration officer            Mitnet tel: XXX-XXXX Mitnet fax: XXX-XXXX</p>	<p>Address / Adresse: SELECT 1, 2 , OR 3            (1) Embassy of Canada, 3rd Floor            5th floor - 58 Avenue des Arts            1000 Bruxelles, Belgium            Attn: Mission Administration Officer            Tel: XXX-XX-X-XXX-XXXX            Fax: XXX-XX-X-XXX-XXXX            Mitnet Tel: XXX-XXXX, Mitnet Fax: XXX-XXXX</p> <p>(2) Mission of Canada to the European Union            2 Avenue de Tervuren            1040 BRUSSELS, Belgium            Attn: Mission Administration Officer            Tel: XXX-XX-X-XXX-XXXX            Fax: XXX-XX-X-XXX-XXXX            Mitnet Tel: XXX-XXXX, Mitnet Fax: XXX-XXXX</p> <p>(3) Délégation du Canada auprès du            Conseil de l'Atlantique Nord,            North Atlantic Treaty Organization,            Boul. Léopold III            1110 BRUXELLES, Belgique            Tel: XXX-XX-X-XXX-XXXX            Fax: XXX-XX-X-XXX-XXXX            Attn: Mission administration officer            Mitnet tel: XXX-XXXX Mitnet fax: XXX-XXXX</p>
<p>Main Tel / Tél princ: XXX-XX-X-XXX-XXXX (For 1&amp;2)            XXX-XX-X-XXX-XXXX (For 3)</p>	<p>MITNET Tel / tél: XXX-XXXX (For 1 &amp; 2)            XXX-XXXX (For 3)</p>

Main Fax / Fax princ: XXX-XX-X-XXX-XXXX (For 1&2) XXX-XX-X-XXX-XXXX (For 3)	MITNET Fax: XXX-XXXX (For 1 & 2) XXX-XXXX (For 3)
--	--

Mailing Address (for documents)/Adresse postale (pour documents):
<p>GENERAL NOTES / INFORMATIONS:</p> <ul style="list-style-type: none"><li>Diplomatic air shipments consign to: Brucargo Airfreight Bldg 740-Brucargo 1931 Zaventem Belgium, Tel: XXX-XX-X-XXX-XXXX Fax: XXX-XX-X-XXX-XXXX</li></ul>
<p><b><u>FOR HHE ONLY (Personnel Effects) / POUR HHE SEULEMENT ( Effets personnels):</u></b></p> <ul style="list-style-type: none"><li><u>For Personal Effects:</u> shipments for staff or diplomatic missions can be consigned to the Canadian Ambassador to Belgium (1), to the European Union (2), or to NATO (3). The name of the staff member for whom the personal effects shipment is destined should be added in brackets after the " Ambassador " to identify the owner of the shipment. Shipments to persons not on staff of diplomatic missions should/must be consigned to owner of goods and not be sent as Diplomatic" shipments.</li></ul>
Updated / Mis-à-jour: <b>May 24th, 2017</b>

Mission: HAVANA, Cuba	Mission: HAVANE, Cuba
Sea Shipments/Expéditions maritimes	Air Shipments / Expéditions aériennes
Service required: <u>Door-Port</u>	Service required: <u>Door-Airport</u>
Address / Adresse: Full Name of the incoming officer Ambassador of Canada Embassy of Canada Calle 30 No.518 Esquina a 7ma, Miramar HAVANA, Cuba	Address / Adresse: Ambassador of Canada Embassy of Canada Calle 30 No.518 Esquina a 7ma, Miramar HAVANA, Cuba
Main Tel / Tél princ: XXX-XX-X-XXX-XXXX	MITNET Tel / tél: XXX-XXXX
Main Fax / Fax princ: XXX-XX-X-XXX-XXXX	MITNET Fax: XXX-XXXX
Port of discharge / de déchargement: <b>MARIEL</b>	Port of discharge / de déchargement: <b>HAVANA (HVA)</b>
Notes: <ul style="list-style-type: none"> <li>Freight Forwarder to instruct Montreal Steamship Line to authorize their Havana Line Agent to issue 3 original B/L locally for release to Canadian Embassy Havana.</li> <li>Customs Clearance take 4 to 6 weeks.</li> </ul>	Notes: <ul style="list-style-type: none"> <li>protect against rain.</li> <li>customs warehouse space very small - goods left outside.</li> <li>customs clearance is one week.</li> <li>restricted articles not acceptable.</li> </ul>

Mailing Address (for documents)/Adresse postale (pour documents):  Send all hard-copy documents via White Diplomatic Bag: P.O. Box 500 Stn A (HAVAN) Ottawa, ON K1N 8T7
GENERAL NOTES / INFORMATIONS:

- Send a copy of the Commercial Invoice, Packing List, Air Waybill or Sea Bill of Lading as soon as possible via E-mail or fax so that the Embassy can draft a Dip Franchise in advance of the shipment and before its arrival.

**FOR HHE ONLY (Personnel Effects) / POUR HHE SEULEMENT ( Effets personnels):**

- Accreditation is mandatory in order to request Sea Shipment franchise. Shipments should arrive at least 2 weeks after the arrival of the Officer to allow sufficient time to request and receive the Accreditation Card and Franchise.
- For Incoming CBS: Satellite dishes and some Fax Machines, routers are restricted. If the Officer wishes to bring either of these items with them a special authorization from the Cuban Ministry of Communications will need to be requested through MINREX"
- Do not loose-load HHE into container, items should be crated.
- PMVs should be shipped in same container as HHE.
- Inventory of HHE should be classified and grouped by "Category" : Electronics, Kitchenware, Furniture, Miscellaneous, etc...and must include for each item: "Quantity" and "Price".
- If "Food" will be included into HHE Inventory, List them by Category and send a Sub-total for each category of food items so that Embassy can draft a Diplomatic Franchise in advance of the shipment and before its arrival.
- \*Do not send COSTCO or other warehouse receipts to Embassy. Only send Embassy a consolidate List of items and sub-totals of items by category via e-mail. In terms of food imports, the Cuban government wants to see the following Categories: Cheese, Italian Pasta, Tuna, Cereal and Pet Foods; the other items should be grouped as either Toiletries or Miscellaneous.
- **Forwarder Please Note:** Shipping of Personal Vehicles (PMVs): The Government of Cuba does no allow the importation of vehicles older than four (4) years. When importing a PMV into Cuba, documents must include the VIN number, engine number, colour, year, original price in US Dollars and invoice (if available).

Updated / Mis-à-jour: **August 25, 2015**

**ANNEX B**

**BASIS OF PAYMENT**

**FOR**

**INTERNATIONAL**

**HOUSEHOLD GOODS AND EFFECTS RELOCATION SERVICES**



**TABLE OF CONTENTS**  
**BASIS OF PAYMENT**

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## **ANNEX B – BASIS OF PAYMENT (BOP)**

### **Section 1 – General Conditions**

#### **1.1 General**

- a) This Annex B - Basis of Payment outlines the application of specific charges for the Work described in Annex A, Statement of Work;
- b) Customs duties and Applicable Taxes are extra;
- c) With the exception of LTS rates, all rates are those in effect as of the DSR date;
- d) LTS will be paid at the current annual rates regardless of when they were placed in storage;
- e) At the end of the Contract Period, any moves that had a DSR date prior to Contract end date will be performed under the rates in effect as of the DSR date.
- f) Canada will not accept invoices for any charges not specified in the BOP without the written authorization of the TA or DA. The Contractor must provide any and all supporting documentation.
- g) The Contractor's prices must include the monitoring of the movement of the shipment as per Annex A 2.7 in order to meet defined Transit Times as outlined in Annex A, Appendix 2 and as required as part of the QA Program.
- h) The cost of the administration and provision of all shipping documentation, as required from origin to destination, must be included in the Service Rates.
- i) Canada reserves the right to request cost comparisons for different modes of transportation to determine the most economical method of shipment.
- j) Less than Container Load (LCL) Shipments: if a sea container shipment is scheduled to move as a LCL, Canada has the right to pay the lesser of the LCL cost or the full container cost. The Contractor must advise Canada when it is more cost effective to do so. This may also give rise to consolidation requirements identified in Annex A.
- k) Fuel Surcharges will only apply to: sea freight, air freight, and ground transport.
- l) All moves must be invoiced in Canadian dollars (CAD \$), and will be paid in CAD \$.

### **Section 2 – Service Rates**

#### **2.1 Canadian Inland Transport Rates:**

Canadian Inland Transportation rates for Origin or Destinations in Canada are identified in Table 1 - Canadian Inland Transport (distance greater than 100 km) are subject to the following:

- a) Inland Transportation rates will apply when the Origin or Destination delivery location (e.g. residence) is more than 100 km from the Canadian city centre.
- b) Regardless of the location of the LTS warehouse, billing for ground transport will always be deemed to be within 100 km of the Ottawa city centre (i.e. if a warehouse is outside of the 100 km, no additional transport may be charged).
- c) When the LTS is removed from the warehouse which is located for Contractor convenience outside the 100km of the Ottawa city centre, the original origin city will determine the distance for delivery.

#### **2.2 Storage-in-Transit (SIT) Rates for greater than 10 days**

- a) SIT will cease on the removal date specified in accordance with SOW section 2.17 a;

- b) SIT will be a maximum of 60 days at origin and 60 days at destination or 120 maximum. These maximums are inclusive of the 10 days included in the service rates;
- c) SIT will be expressed as a rate per 100 kg; and
- d) SIT rates are indicated in Table 5 Move Services.

### **2.3 HG&E Origin and Destination Services**

- a) Origin and Destination Services will be expressed as a rate per 100 kg.
- b) Origin and Destination Services rates will be as indicated in Table 5 Move Services.

### **2.4 HG&E Long Term Storage Rates**

- a) LTS charges cease on the removal date specified as the DSR date on the Move Order, regardless of the actual removal date; and
- b) LTS rate is per 100 kg per month period prorated as indicated in Table 6 – Miscellaneous Charges.

### **2.5 PMV Transport Rates**

- a) PMV Origin Services, Destination Services and Transport by Ground rates for vehicles not shipped in sea containers will be expressed as a rate per PMV; and
- b) Origin and Destination Services rates will be as indicated in Table 5 Move Services.

### **2.6 Unspecified Locations/Cross Postings**

Origin Ground Transport rates are applicable to the freight forward section within Table 6, when selected by Canada.

## **Section 3 – Optional HG&E Replacement Cost Protection and PMV Protection Coverage**

- 3.1** The Contractor must make available optional coverage to the Shipper, at Shipper expense, when the Shipper has items valued more than the coverage provided by the Contractor as described at Appendix 8
- 3.2** PMV PC, as described in SOW Appendix 9, will be billed to Canada as identified in Table 6 – Miscellaneous Charges.
- 3.3** HG&E RCP rates will be billed to Canada when authorized on the Move Order as identified in Table 6 - Miscellaneous Charges.

## **Section 4 – Additional Instructions**

### **4.1 New Locations**

New locations that require frequent (i.e. not one time) shipping may be added to the relevant tables based on cost analysis already provided via quotes received and accepted from the Contractor.

### **4.2 Minimum and Maximum Weight Charges**

- a) Canada will pay no more than the total charges for 110% of the estimated weight when the actual weight of the HG&E shipment exceeds the estimated weight by more than 10%;

- i. This 110% rule only applies when an estimated weight is used to calculate Service Rates;
- b) The minimum weight charge for an LCL sea shipment will be 100 kg; and
- c) There is no minimum weight charge for an air shipment.

#### 4.3 Invoicing

The Contractor must:

- a) Submit invoices detailing all charges for services rendered within 40 business days of the delivery date;
- b) Include the following information, as a minimum, on the invoice:
  - i. date of invoicing;
  - ii. Shipper's name;
  - iii. move order contract number;
  - iv. DSR date;
  - v. name of origin and destination;
  - vi. mileage;
  - vii. actual/constructive weight; and
  - viii. all applicable charges with relevant details;
- c) Invoice LTS charges (storage and RCP) in arrears, based on 3 month quarterly periods that coincide with Canada's fiscal year (i.e. April to June, July to September, October to December, and January to March). For any partial months of LTS, the monthly rate must be prorated. The date of invoicing must be the last day of the quarter or later. January to March invoices must be received the first week of April for processing in the government fiscal year to avoid delays in payment (up to 30 days or more);
- d) Provide verification of weight changes for LTS (scale tickets) when there is a change in storage weight during the LTS billing period;
- e) Provide the following supporting documentation for an HG&E Shipment:
  - i. the original weigh scale tickets;
  - ii. a copy of the Bill of Lading;
  - iii. a copy of the pre-move weight estimate;
  - iv. a copy of the inventory listing as prepared on the DSR date; and
  - v. A copy of form PWGSC-TPSGC 450 - *Claim for Exchange Rate Adjustments*, as applicable.

For SIT invoices, the copy of the Bill of Lading must indicate the date the HG&E was placed into SIT and the actual delivery date out of SIT.

- f) Provide the following supporting documentation for a PMV Shipment:
  - i. a copy of the VCR;
  - ii. a copy of the Bill of Lading;
  - iii. a copy of the appropriate sheet from the *Sanford Evans Motor Vehicle Data Book* to verify vehicle weight;
  - iv. a copy of Red Book showing vehicle valuation or appraisal provided by the Shipper for PC charges; and
  - v. A copy of form PWGSC-TPSGC 450 - *Claim for Exchange Rate Adjustments*, as applicable.
- g) Apply applicable taxes as indicated in 2035 General Conditions - Higher Complexity – Services, 2035-13 (2016-04-04);

- h) Move Orders must be retained for 6 years after contract closeout (i.e. not end/delivery of move), which is in accordance with 2035 General Conditions - Higher Complexity – Services, 2035-31 (2016-04-04); and
- i) Resubmit invoices with a new billing date that have been returned by Canada due to them containing errors, as per 2035 General Conditions - Higher Complexity – Services, 2035-16 (2016-04-04).

#### 4.4 Payments

- a) Payments will be made by Canada in accordance with the applicable rates;
- b) Approved invoices will be paid in accordance with this BOP and 2035 General Conditions - Higher Complexity – Services (2016-04-04);
- c) If there are any discrepancies between the invoice received and the payment made, the Contractor must notify the DA within 30 days of receiving payment; and
- d) Payment period and interest on overdue accounts is in accordance with General Conditions - Higher Complexity - Services 2035(2016-04-04).

#### 4.5 Service Failures

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

#### 4.6 Rush Move Incentive

A price premium of \$500.00 CAD will be applied to Rush moves.

#### 4.7 Exchange Rate Fluctuation

**Note to Bidders:** If the Bidder chooses not to submit the form PWGSC-TPSGC 450 for the Exchange Rate Fluctuation, this clause will be removed prior to contract award.

SACC Manual clause C3015C (2014-11-27), Exchange Rate Fluctuation Adjustment applies. Currencies will be represented in accordance with ISO 4217:2015.

The price paid will be adjusted in accordance with the exchange rate fluctuation provision (as applicable).

### Section 5 – Rate Adjustments

#### 5.1 Economic Price Adjustment (EPA)

In acknowledgement that circumstances may change during the term of the Contract an Economic Price Adjustment will be applied as described below.

All rates will remain fixed for the Initial Contract Period. For each additional 1-year option period that may be exercised by Canada, the following rates will be adjusted:

- a) **Origin Services, Destination Services, SIT, LTS, Transport by Ground, PMV Freight, Sea Container Freight, Unpack and Repack Fee, and Air Freight:** increased or decreased by a percentage equal to the increase or decrease in the Economic Price Adjustment (EPA). The EPA will be calculated using 50% of the *Consumer Price Index*

*(CPI) and Major Components, Canada – Not Seasonally Adjusted*

(<http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/cpis01a-eng.htm>) and 50% of the Annual Average World CPI adjustment for all reporting countries

(<http://databank.worldbank.org/data/reports.aspx?source=2&type=metadata&series=FP.CPI.TO.TL.ZG>) as established by The World Bank. If the index is negative, the rate will be adjusted accordingly but will not be reduced below the base rate (on Contract award).

- b) The following formula will be used to determine the EPA. The EPA Formula is:

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

where,

R = Escalation percentage from June 201X to June current year (X is bid year or option year)

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

A<sub>o</sub> = Index of first index at June of current year (i.e. *Consumer Price Index (CPI) and Major Components, Canada – Not Seasonally Adjusted*)

B = Annual Index of inflation and Consumer Prices 201X as an average for all reporting countries (i.e. Average of World CPI)

B<sub>o</sub> = Annual Index of inflation and Consumer Prices for current year as an average for all reporting countries (i.e. Average of World CPI)

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

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

The applicable year prices/rates to be applied on an annual basis, will be determined by applying the percentage increase in the EPA escalation, using the EPA Formula above. The percentage increase will be calculated from the base prices of the Initial Contract Period and from the adjusted prices thereafter (i.e. it is accumulative).

For example purposes only, the prices/rates of the Initial Contract Period would be adjusted as follows for the first 1-year option:

Assumptions:

R = Escalation percentage from June 2017 to June 2019

A = 121.3 (First Index at June 2017)

A<sub>o</sub> = 123.1 (First Index at June 2019)

B = 109.4 (Second Index at June 2017)

B<sub>o</sub> = 110.0 (Second Index at June 2019)

M% = 50% (First Index Weighting)

N% = 50% (Second Index Weighting)

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

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

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

$$R = 1.01\%$$

Therefore, the prices/rates for option year 1 would increase by 1.01%.

## 5.2 Fuel Surcharge Adjustment for Additional Ground Transport Services

In acknowledgement that circumstances may change during the term of the Contract a fuel surcharge adjustment for ground transport services will be applied as described below.

Fuel surcharges are designed to mitigate the risk inherent in fluctuations in the cost for fossil fuels. These are applied to services which require an element of transportation expressed as a percentage for Ground and Air rates or as a flat rate to be applied for each sea container for bunker fuel.

- a) Surcharges apply to Transport by Ground rates (in Canada and International).
- b) The base price for fuel is based on the Global average price per litre as of month of bid closing, expressed in USD as published by the Global Petroleum Prices Web site: [www.globalpetrolprices.com/gasoline\\_prices/](http://www.globalpetrolprices.com/gasoline_prices/).

Example: The base price for the cost of fuel at bid closing is set between \$0.95 and \$1.036 per litre, including applicable taxes. A positive (or negative) 0.25% surcharge to the Additional Ground Transportation Services required over and above the 100 km included in Origin and Destination Services (Refer to Tables 1 to 4 of Annex B) may be levied for over-the-road shipments for every bandwidth increase (or decrease) as identified below, depending on the fuel cost. Commencing in the first option year of the Contract, and annually thereafter, the base price for fuel will be re-established due to the application of the EPA to these rates.

- c) Price for diesel fuel will be monitored by the PA and quarterly adjustments will be published based on the average monthly rates of the previous quarter. Quarters are based on calendar years (e.g. Q1 = January to March). The Fuel Surcharge to be applied to the next quarter will be promulgated prior to the end of the first week of the new quarter via the System and by email to all contractors. This surcharge will then come into effect for any move with a load date on or after the 1st day of the new quarter.
- d) To illustrate: if the reported price of diesel fuel determined on Q2 for 2017 is \$1.24, and this is the same price bracket as at bid closing, then the surcharge will be 0% (nil) for shipments loaded in Q3 2017. However, if the reported price of diesel fuel decreases to \$1.08 in Q3 for 2017, a surcharge of negative 0.5% will apply to shipments loaded in Q4. Similarly, if in Q3, if the diesel fuel price increases to \$1.45, a positive 0.5% fuel surcharge will apply for Q4 Ground Transportation Services.

**Table 6 – Fuel Surcharge for Additional Ground Transport Services**

From	To	Fuel Surcharge
\$0.081	\$0.167	-2.0%
\$0.168	\$0.254	-1.8%
\$0.255	\$0.341	-1.6%
\$0.342	\$0.428	-1.4%
\$0.429	\$0.515	-1.2%
\$0.516	\$0.602	-1.0%
\$0.603	\$0.689	-0.8%
\$0.690	\$0.776	-0.6%
\$0.777	\$0.862	-0.4%
\$0.863	\$0.949	-0.2%
\$0.950	\$1.036	0.0%
\$1.037	\$1.122	0.2%
\$1.123	\$1.209	0.4%
\$1.210	\$1.296	0.6%
\$1.297	\$1.382	0.8%
\$1.383	\$1.469	1.0%
\$1.470	\$1.556	1.2%
\$1.557	\$1.643	1.4%
\$1.644	\$1.729	1.6%
\$1.730	\$1.816	1.8%
\$1.817	\$1.903	2.0%
\$1.904	\$1.989	2.2%
\$1.990	\$2.076	2.4%
\$2.077	\$2.163	2.6%
\$2.164	\$2.249	2.8%
\$2.250	\$2.336	3.0%
\$2.337	\$2.423	3.2%
\$3.378	\$3.463	3.4%

### 5.3 Fuel Surcharge Adjustment for Ocean Freight

In acknowledgement that circumstances may change during the term of the Contract a fuel surcharge adjustment for ocean freight services will be applied as described below.

- a) The base price for bunker fuel is based on the Global Average Bunker Price per metric ton for Intermediate Fuel Oil (IFO) 380 as of bid closing 2017, as published on the Ship and Bunker web site: <http://shipandbunker.com/prices/av> . This adjustment will also include low sulfur surcharges.
- b) This rate will be adjusted twice a year based on the average world bunker fuel price for the 20 ports in the sample as posted on the reference web site. Adjustments will be made based on rates posted on April 1 and October 1 or if these dates fall on a weekend/holiday the next available business day.



- c) The PA will publish these rates on the System and email the rates to the Contractor. This surcharge will then come into effect for any move with a DSR date on or after the 1st of the month following this announcement, i.e. April 1 and October 1.
- d) To illustrate: If the listed Global average is \$336.00 USD on November 1, 2017 then that is the applicable bunker fuel surcharge per container regardless of size (20 ft or 40 ft sea container). There will be no other applicable bunker fuel surcharges. This rate includes any low sulfur fuel surcharges. This surcharge will remain in effect until the next reference date of 1 April, 2018.

#### **5.4 Fuel Surcharge Adjustment for Air Freight**

In acknowledgement that circumstances may change during the term of the Contract a fuel surcharge adjustment for air freight services will be applied as described below.

- a) The base price for fuel is based on the Jet Fuel Global average price per gallon of bid closing, 2017 expressed as an index price, compared with the index price of 2000 as published by the International Air Transportation Agency (IATA):  
<http://www.iata.org/publications/economics/fuel-monitor/Pages/price-development.aspx>

For Example: The base case for the index at bid closing is 172.6. At the end of the next quarter (last Friday in the quarter), the index is 168.2. The percentage decrease from the base is -2.55%. This adjustment will be applied to the Air Freight charge (Refer to Table 2 of Annex B) may be levied for chargeable air weight for the next quarter.

Commencing at the beginning of the first option year, and annually thereafter, the base index price for fuel will be re-established due to the application of the EPA to these rates.

**Basis of Payment (BoP) - 7 Tables**  
**Price Calculation Illustration**  
**To be read in conjunction with Annex B - Basis of Payment**

**Illustration of Pricing Calculation**

Outgoing from Canada Scenario: Calgary to Rome	7,500	kgs	
			Reference
Step 1 - Domestic Origin Services	\$	900.00	Table 6
Step 2 - Domestic Inland Transportation	\$	2,475.00	Table 1
Step 3 - Sea / Air Transportation	\$	1,800	Table 4
Step 4 - Destination Services (unpack & unload)	\$	1,125.00	Table 6
Total Cost for Move	\$	6,300.00	

<b>Step 1:</b>
Calc Origin Services in Canada (Table 6)
Canada - Domestic Origin Services - (\$ /100 kg) = \$12
7,500 kgs / 100 x \$12
Total Cost: \$ 900.00

<b>Step 2:</b>
Table 1 - Canadian Inland Transport Cost using KM Rate
KM km.rate Total
Calgary to Montreal Sea Port 1500 \$ 1.65 \$ 2,475

<b>Step 3</b>
Calc Sea Transportation - Outgoing Sea (Table 4)
Rome - 20' Sea Container \$ 1,800.00

<b>Step 4</b>
Calc Destination Services at Rome (Table 6)
(\$/100 kg) \$ 15
Rome - Dest Services Cost: \$ 1,125.00

Incoming to Canada Scenario: Vienna Austria to Calgary	7,500	kgs
Step 1 - International Origin Services	\$	750.00
Step 2 - Sea / Air Transportation	\$	2,150.00
Step 3 - International Inland Transportation	\$	2,475
Step 4 - Destination Services (unpack & unload)	\$	675.00
Total Cost for Move		\$ 6,050.00

Reference  
Table 6  
Table 5  
Table 1  
Table 6

(incl. up to 100 km by road)

<b>Step 1:</b>	
Calc Origin Services in Vienna Austria (Table 6)	
Vienna Austria - Origin Services - (\$ /100 kg) = \$10	
7,500 / 100 x \$10	
Total Cost:	\$ 750.00

<b>Step 2</b>	
Calc Sea Transportation - Incoming Sea (Table 5)	
Austria - 20' Sea Container	\$ 2,150.00

<b>Step 3:</b>	
Table 1 - Canadian Inland Transport Cost using KM Rate	
	KM
Montreal Sea Port to Calgary	1500
	km rate
	\$ 1.65
	Total
	\$ 2,475

<b>Step 4</b>	
Calc Destination Services at Calgary (Table 6)	
(\$/100 kg)	\$ 9.00
Canada Dest Services Cost:	\$ 675.00

**TABLE 1 - Canadian Inland Transport Rates (for distances greater than 100 km)**

Rates will apply when the Origin or Destination delivery location (i.e. residence or LTS Warehouse) is more than 100 km from Canadian city centre to/from the Sea Port or Airport.

Canadian Inland Transport with distance > 100 km			
Distance (km)	Sea Container 20'/40' (\$/km)	Air Cargo (\$/km)	PMV Transport (\$/km)
101 to 2,000 km	\$ -	\$ -	-
> 2,000 km	\$ -		\$ -





TABLE 2 - Air Outgoing Transportation Rate Table - International Locations  
Note: G11 starts once clearance to ship the goods is received from Canada. S11 applies until clearance is received.

Outgoing from Canada				Vancouver Airport			Edmonton Airport			Winnipeg Airport			Toronto Airport			Montreal Airport			Halifax Airport		
City	Country	100-500 kg Price (\$/kg)	1,001-3,000 kg Price (\$/kg)	Air	Air	Air	100-500 kg Price (\$/kg)	501-1,000 kg Price (\$/kg)	Air	Air	Air	100-500 kg Price (\$/kg)	501-1,000 kg Price (\$/kg)	Air	Air	100-500 kg Price (\$/kg)	1,001-3,000 kg Price (\$/kg)	Air	Air	Air	
Manila	Philippines	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Mumbai	India	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
New Delhi	India	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Perth	Australia	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Phnom Penh	Cambodia	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Quetta	Pakistan	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Seoul	South Korea	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Shanghai	China	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Singapore	Singapore	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Sydney	Australia	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Taipei	Taiwan	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Tokyo	Japan	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Ulaanbaatar	Mongolia	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Urumqi	China	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Viennna	Austria	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wellington	India	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wellington	New Zealand	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
4. Central & S. America																					
Bogota	Colombia	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Brasilia	Brazil	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Bridgetown	Barbados	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Buenos Aires	Argentina	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Calcutta	India	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Caracas	Venezuela	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Georgetown	Guyana	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Guatemala	Guatemala	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Havana	Cuba	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Kingston	Jamaica	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
La Paz	Bolivia	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Lima	Peru	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Lima	Peru	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Managua	Nicaragua	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Montevideo	Uruguay	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Panama	Panama	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Port of Spain	Trinidad & Tobago	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Port-au-Prince	Haiti	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Quito	Ecuador	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Rio de Janeiro	Brazil	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
San José	Costa Rica	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
San Salvador	El Salvador	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Santiago	Chile	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Santo Domingo	Dominican Rep	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
San Pedro de Macoris	Dominican Rep	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Tegucigalpa	Honduras	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Villarraso	Chile	\$	-	\$	-	\$	-	-	-	-	-	-	-	-	-	-	-	-	-	-	









**TABLE 4 - Sea Outgoing Transportation Rate Table - International Locations****Sea Container Rates - 20' / 40' / Less than Container Load (LCL) (Rates based on \$/100 kg)****Note: GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

Outgoing from Canada			Includes delivery from Port to City (includes 100 km Distance from City Center)											
			Montreal Sea Port				Halifax Sea Port				Vancouver Sea Port			
City	Country	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	
1. Europe														
Ankara	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Astana	Kazakhstan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Athens	Greece	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Barcelona	Spain	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Belgrade	Serbia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Berlin	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Berne	Switzerland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Besancon	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Bratislava	Slovak Republic	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Bristol	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Brunssum	Netherlands	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Brussels	Belgium	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Bucharest	Romania	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Budapest	Hungary	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Bydgoszcz	Poland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Copenhagen	Denmark	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Dover	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Dublin	Ireland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Düsseldorf	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Geneva	Switzerland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Hamburg	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Haverfordwest	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Helsinki	Finland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Istanbul	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Izmir	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Kiev	Ukraine	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Lille	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					

**TABLE 4 - Sea Outgoing Transportation Rate Table - International Locations**  
**Sea Container Rates - 20' / 40' / Less than Container Load (LCL) (Rates based on \$/100 kg)**

**Note:** GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.

Outgoing from Canada			Includes delivery from Port to City (includes 100 km Distance from City Center)										Vancouver Sea Port			
			Montreal Sea Port					Halifax Sea Port								
City	Country		20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)		
Lincoln	United Kingdom		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Lisbon	Portugal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
London	United Kingdom		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Luxembourg City	Luxembourg		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Lyon	France		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Madrid	Spain		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Milan	Italy		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Molesworth	United Kingdom		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Moscow	Russia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Munich	Germany		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Naples	Italy		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Oslo	Norway		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Paris	France		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Phalsbourg	France		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Plymouth	United Kingdom		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Poggio Renatico	Italy		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Portsmouth	United Kingdom		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Prague	Czech Republic		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Ramstein	Germany		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Reykjavik	Iceland		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Riga	Latvia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Rome	Italy		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Sarajevo	Bosnia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Signonella	Italy		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Skopje	Macedonia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
St. Petersburg	Russia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Stavanger	Norway		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Stockholm	Sweden		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Stuttgart	Germany		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		

**TABLE 4 - Sea Outgoing Transportation Rate Table - International Locations**

Sea Container Rates - 20' / 40' / Less than Container Load (LCL) (Rates based on \$/100 kg)

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Outgoing from Canada			Includes delivery from Port to City (includes 100 km Distance from City Center)										Vancouver Sea Port			
			Montreal Sea Port				Halifax Sea Port									
City	Country		20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)
Szczecin	Poland		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tallinn	Estonia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
The Hague	Netherlands		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Toulon	France		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Valley	United Kingdom		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Vienna	Austria		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Vilnius	Lithuania		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Warsaw	Poland		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wiesbaden	Germany		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Zagreb	Croatia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2. Africa and Middle East																
Abidjan	Cote D'Ivoire		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Abu Dhabi	UAE		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Abuja	Nigeria		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Accra	Ghana		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Addis Ababa	Ethiopia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Algiers	Algeria		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bagdad	Iraq		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Erbil	Iraq		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Amman	Jordan		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bamako	Mali		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Beirut	Lebanon		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cairo	Egypt		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cotonou	Benin		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dakar	Senegal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Damascus,	Syria		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dar es Salaam	Tanzania		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 4 - Sea Outgoing Transportation Rate Table - International Locations**

Sea Container Rates - 20' / 40' / Less than Container Load (LCL) (Rates based on \$/100 kg)

Note: GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.

Outgoing from Canada			Includes delivery from Port to City (includes 100 km Distance from City Center)											
			Montreal Sea Port				Halifax Sea Port				Vancouver Sea Port			
City	Country	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	
Doha	Qatar	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Dubai	UAE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Harare	Zimbabwe	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Johannesburg	South Africa	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Juba	South Sudan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Khartoum	Sudan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Kigali	Rwanda	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Kinshasa	Congo	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Kuwait City	Kuwait	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Lagos	Nigeria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Lusaka	Zambia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Maputo	Mozambique	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Nairobi	Kenya	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Ouagadougou	Burkina Faso	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Pretoria	South Africa	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Rabat	Morocco	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Riyadh	Saudi Arabia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Tehran	Iran	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Tel Aviv	Israel	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Tripoli	Libya	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Tunis	Tunisia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Yaounde	Cameroon	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
3. Asia and Pacific														
Adelaide	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Auckland	New Zealand	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Bandar Seri Begawan	Brunei	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Bangkok	Thailand	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

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City	Country	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	
Beijing	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Canberra	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Chandigarh	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Chongqing	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Colombo	Sri Lanka	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Dhaka	Bangladesh	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Guangzhou	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Hanoi	Vietnam	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Ho Chi Minh City	Vietnam	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Hong Kong	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Islamabad	Pakistan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Jakarta	Indonesia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Kabul	Afghanistan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Kathmandu	Nepal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Kuala Lumpur	Malaysia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Manila	Philippines	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Mumbai	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
New Delhi	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Perth	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Phnom Penh	Cambodia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Quetta	Pakistan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Seoul	South Korea	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Shanghai	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Singapore	Singapore	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Sydney	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Taipei	Taiwan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Tokyo	Japan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Ulaanbaatar	Mongolia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Vientiane	Laos	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

**TABLE 4 - Sea Outgoing Transportation Rate Table - International Locations****Sea Container Rates - 20' / 40' / Less than Container Load (LCL) (Rates based on \$/100 kg)****Note: GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

Outgoing from Canada			Includes delivery from Port to City (includes 100 km Distance from City Center)											
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City	Country	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	
Wellington	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Wellington	New Zealand	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
4. Central & S. America														
Bogota	Colombia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Brasilia	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Bridgetown	Barbados	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Buenos Aires	Argentina	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Cabarlah	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Caracas	Venezuela	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Georgetown	Guyana	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Guatemala	Guatemala	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Havana	Cuba	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Kingston	Jamaica	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
La Paz	Bolivia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Lima	Peru	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Managua	Nicaragua	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Montevideo	Uruguay	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Panama	Panama	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Port of Spain	Trinidad & Tobago	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Port-au-Prince	Haiti	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Quito	Ecuador	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Rio de Janeiro	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
San José	Costa Rica	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
San Salvador	El Salvador	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Santiago	Chile	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
Santo Domingo	Dominican Rep	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	
São Paulo	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -	



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Outgoing from Canada		Montreal Sea Port				Halifax Sea Port				Vancouver Sea Port			
City	Country	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)
Tegucigalpa	Honduras	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Valparaiso	Chile	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

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1. Europe													
Ankara	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Astana	Kazakhstan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Athens	Greece	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Barcelona	Spain	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Belgrade	Serbia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Berlin	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Berne	Switzerland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Besancon	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Bratislava	Slovak Republic	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Bristol	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Brunssum	Netherlands	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Brussels	Belgium	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Bucharest	Romania	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Budapest	Hungary	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Bydgoszcz	Poland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Copenhagen	Denmark	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Dover	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Dublin	Ireland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Düsseldorf	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Geneva	Switzerland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Hamburg	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Haverfordwest	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Helsinki	Finland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Istanbul	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Izmir	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Kiev	Ukraine	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				

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Lille	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Lincoln	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Lisbon	Portugal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
London	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Luxembourg City	Luxembourg	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Lyon	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Madrid	Spain	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Milan	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Molesworth	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Moscow	Russia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Munich	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Naples	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Oslo	Norway	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Paris	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Phalsbourg	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Plymouth	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Poggio Renatico	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Portsmouth	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Prague	Czech Republic	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Ramstein	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Reykjavik	Iceland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Riga	Latvia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Rome	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Sarajevo	Bosnia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Sigonella	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
Skopje	Macedonia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					
St. Petersburg	Russia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

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Stavanger	Norway	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Stockholm	Sweden	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Stuttgart	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Szczecin	Poland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Tallinn	Estonia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
The Hague	Netherlands	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Toulon	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Valley	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Vienna	Austria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Vilnius	Lithuania	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Warsaw	Poland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Wiesbaden	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Zagreb	Croatia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
<b>2. Africa and Middle East</b>													
Abidjan	Cote D'Ivoire	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Abu Dhabi	UAE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Abuja	Nigeria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Accra	Ghana	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Addis Ababa	Ethiopia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Algiers	Algeria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bagdad	Iraq	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Erbil	Iraq	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Amman	Jordan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bamako	Mali	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Beirut	Lebanon	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cairo	Egypt	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

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Cotonou	Benin	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Dakar	Senegal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Damascus,	Syria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Dar es Salaam	Tanzania	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Doha	Qatar	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dubai	UAE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Harare	Zimbabwe	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Johannesburg	South Africa	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Juba	South Sudan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Khartoum	Sudan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kigali	Rwanda	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Kinshasa	Congo	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Kuwait City	Kuwait	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lagos	Nigeria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Lusaka	Zambia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Maputo	Mozambique	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Nairobi	Kenya	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ouagadougou	Burkina Faso	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Pretoria	South Africa	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Rabat	Morocco	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Riyadh	Saudi Arabia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Tehran	Iran	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Tel Aviv	Israel	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Tripoli	Libya	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Tunis	Tunisia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				
Yaounde	Cameroon	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				

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3. Asia and Pacific														
Adelaide	Australia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Auckland	New Zealand		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bandar Seri Begawan	Brunei		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bangkok	Thailand		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Beijing	China		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Canberra	Australia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Chandigarh	India		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Chongqing	China		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Colombo	Sri Lanka		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dhaka	Bangladesh		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Guangzhou	China		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hanoi	Vietnam		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ho Chi Minh City	Vietnam		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hong Kong	China		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Islamabad	Pakistan		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Jakarta	Indonesia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kabul	Afghanistan		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kathmandu	Nepal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kuala Lumpur	Malaysia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Manila	Philippines		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Mumbai	India		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
New Delhi	India		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Perth	Australia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phnom Penh	Cambodia		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Quetta	Pakistan		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Seoul	South Korea		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 5 - Sea Incoming Transportation Rate Table - International Locations**

Sea Container Rates - 20' / 40' / Less than Container Load (LCL) (Rates based on \$/100 kg)

Note: GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.

Incoming to Canada			Includes delivery from City to Port (includes 100 km Distance from City Center)											
			Montreal Sea Port				Halifax Sea Port				Vancouver Sea Port			
City	Country	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	
Shanghai	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Singapore	Singapore	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Sydney	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Taipei	Taiwan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Tokyo	Japan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Ulaanbaatar	Mongolia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Vientiane	Laos	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Wellington	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Wellington	New Zealand	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
4. Central & S. America														
Bogota	Colombia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Brasilia	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Bridgetown	Barbados	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Buenos Aires	Argentina	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Cabarlah	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Caracas	Venezuela	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Georgetown	Guyana	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Guatemala	Guatemala	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Havana	Cuba	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Kingston	Jamaica	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
La Paz	Bolivia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Lima	Peru	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Managua	Nicaragua	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Montevideo	Uruguay	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Panama	Panama	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Port of Spain	Trinidad & Tobago	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	

**TABLE 5 - Sea Incoming Transportation Rate Table - International Locations**

Sea Container Rates - 20' / 40' / Less than Container Load (LCL) (Rates based on \$/100 kg)

Note: GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.

Incoming to Canada		Includes delivery from City to Port (includes 100 km Distance from City Center)											
		Montreal Sea Port				Halifax Sea Port				Vancouver Sea Port			
City	Country	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)	20' Price (\$)	40' Price (\$)	LCL (\$/100 kg)	PMV Price (\$)
Port-au-Prince	Haiti	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Quito	Ecuador	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rio de Janeiro	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
San José	Costa Rica	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
San Salvador	El Salvador	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Santiago	Chile	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Santo Domingo	Dominican Rep	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
São Paulo	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tegucigalpa	Honduras	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Valparaiso	Chile	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -



**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b>			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b>	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
<b>1. Europe</b>	<b>Country</b>								
Ankara	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Asana	Kazakhstan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Athens	Greece	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Barcelona	Spain	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Belgrade	Serbia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Berlin	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Berne	Switzerland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Besancon	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bratislava	Slovak Republic	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bristol	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Brunsum	Netherlands	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Brussels	Belgium	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bucharest	Romania	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Budapest	Hungary	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bydgoszcz	Poland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Copenhagen	Denmark	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dover	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dublin	Ireland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
Düsseldorf	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Geneva	Switzerland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hamburg	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Haverfordwest	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Helsinki	Finland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Istanbul	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Izmir	Turkey	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kiev	Ukraine	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lille	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lincoln	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lisbon	Portugal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
London	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Luxembourg City	Luxembourg	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lyon	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Madrid	Spain	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Milan	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Molesworth	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Moscow	Russia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Munich	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
Naples	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Oslo	Norway	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Paris	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phalsbourg	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Plymouth	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Poggio Renatico	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Portsmouth	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Prague	Czech Republic	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ramstein	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Reykjavik	Iceland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Riga	Latvia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rome	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Sarajevo	Bosnia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Sigonella	Italy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Skopje	Macedonia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
St. Petersburg	Russia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Stavanger	Norway	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Stockholm	Sweden	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Stuttgart	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
City	Country								
Szczecin	Poland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tallinn	Estonia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
The Hague	Netherlands	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Toulon	France	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Valley	United Kingdom	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Vienna	Austria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Vilnius	Lithuania	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Warsaw	Poland	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wiesbaden	Germany	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Zagreb	Croatia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>2. Africa and Middle East</b>									
Abidjan	Cote D'Ivoire	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Abu Dhabi	UAE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Abuja	Nigeria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Accra	Ghana	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Addis Ababa	Ethiopia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Algiers	Algeria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bagdad	Iraq	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b>			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b>	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
Erbil	Iraq	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Amman	Jordan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bamako	Mali	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Beirut	Lebanon	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cairo	Egypt	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cotonou	Benin	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dakar	Senegal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Damascus,	Syria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dar es Salaam	Tanzania	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Doha	Qatar	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dubai	UAE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Harare	Zimbabwe	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Johannesburg	South Africa	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Juba	South Sudan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Khartoum	Sudan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kigali	Rwanda	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kinshasa	Congo	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kuwait City	Kuwait	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lagos	Nigeria	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
City	Country								
Lusaka	Zambia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Maputo	Mozambique	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Nairobi	Kenya	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ouagadougou	Burkina Faso	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pretoria	South Africa	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rabat	Morocco	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Riyadh	Saudi Arabia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tehran	Iran	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tel Aviv	Israel	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tripoli	Libya	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tunis	Tunisia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Yaounde	Cameroon	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>3. Asia and Pacific</b>									
Adelaide	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Auckland	New Zealand	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bandar Seri Begawan	Brunei	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bangkok	Thailand	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Beijing	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
Canberra	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Chandigarh	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Chongqing	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Colombo	Sri Lanka	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dhaka	Bangladesh	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Guangzhou	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hanoi	Vietnam	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ho Chi Minh City	Vietnam	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Hong Kong	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Islamabad	Pakistan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Jakarta	Indonesia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kabul	Afghanistan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kathmandu	Nepal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kuala Lumpur	Malaysia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Manila	Philippines	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Mumbai	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
New Delhi	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Perth	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phnom Penh	Cambodia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
City	Country								
Quetta	Pakistan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Seoul	South Korea	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Shanghai	China	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Singapore	Singapore	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Sydney	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Taipei	Taiwan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tokyo	Japan	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ulaanbaatar	Mongolia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wellington	India	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Wellington	New Zealand	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>4. Central &amp; S. America</b>									
Bogota	Colombia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Brasilia	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Bridgetown	Barbados	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Buenos Aires	Argentina	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cabarlah	Australia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Caracas	Venezuela	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Georgetown	Guyana	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -



**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
Guatemala	Guatemala	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Havana	Cuba	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Kingston	Jamaica	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
La Paz	Bolivia	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lima	Peru	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Managua	Nicaragua	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Montevideo	Uruguay	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Panama	Panama	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Port of Spain	Trinidad & Tobago	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Port-au-Prince	Haiti	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Quito	Ecuador	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rio de Janeiro	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
San José	Costa Rica	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
San Salvador	El Salvador	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Santiago	Chile	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Santo Domingo	Dominican Rep	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
São Paulo	Brazil	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tegucigalpa	Honduras	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Valparasio	Chile	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**TABLE 6 - Move Services - HG&E and PMV Services****Origin / Destination Services - Packing/Unpacking + Load/Unload + Storage-in-Transit (SIT)****Note: HG&E Rates based on (\$/100 kg) and PMV Rates based per Vehicle.****GTT starts once clearance to ship the goods is received from Canada. SIT applies until clearance is received.**

<b>Outgoing / Incoming</b>		<b>HG&amp;E Services</b> (\$/100 kg)			<b>HG&amp;E and PMV Ground Transport</b>			<b>PMV Services</b> (\$/PMV)	
		Origin Services (\$/100 kg)	Destination Services (\$/100 kg)	SIT (\$/100 kg)/day > 10 days	SEA Countries - Transport by Ground >100km (\$/km)	AIR Countries - Transport by Ground >100km (\$/km)	PMV Countries - Transport by Ground >100km (\$/km)	Origin Services (\$/PMV)	Destination Services (\$/PMV)
Any City in USA For cross-posting purposes.	USA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Any City in Mexico For cross-posting purposes.	Mexico								
Any City in Canada	Canada	\$ -	\$ -	\$ -	See Table 1 - Annex B - BOP	See Table 1 - Annex B - BOP	See Table 1 - Annex B - BOP	\$ -	\$ -

## TABLE 7 - Miscellaneous Charges

Long Term Storage (LTS) Rates and Re-Pack Rate based on (\$/100 kg)

HG&E Replacement Cost Protection (RCP) per move

PMV Protection Coverage Rates (based on \$1,000 of Value)

Description	Rate (\$)
LTS Rate - (\$/100 kg/month)	\$ -
Re-Pack Rate - (\$/100 kg)	\$ -
<b>HG&amp;E Insurance - Annex A, Appendix 8</b>	
RCP - \$100,000 of Coverage for LTS (\$/Lot/Month)	\$ -
RCP - \$120,000 of Coverage - Furnished Accommodations (\$/Move)	\$ -
RCP - \$140,000 of Coverage - UnFurnished Accommodations (\$/Move)	\$ -
<b>PMV Insurance - Annex A, Appendix 9</b>	
PMV Protection Coverage Rate (\$/\$1,000 of Value)	\$ -

## **ANNEX C – SRCL**

The Security Requirements Check List will be provided in the RFP.

## **ANNEX D – INSURANCE REQUIREMENT**

### **1. Commercial General Liability Insurance**

- 1.1** 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 \$10,000,000 per accident or occurrence and in the annual aggregate.
- 1.2** 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 Insured: 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 endeavour to provide the Contracting Authority 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) Deleted.

- o) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
- p) 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 acknowledgement 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. Errors and Omissions Liability Insurance**

- 2.1 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 \$2,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- 2.2 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.
- 2.3 The following endorsement must be included:

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

## ANNEX E – VALUE INDEX MODEL – PERFORMANCE MEASUREMENT

### 1.0. Value Index Model

- a) The VI Model is the performance measurement mechanism through which Contractors are encouraged to continually improve upon the level of service being provided to employees of Canada.
- b) The VI Model uses inputs from government employees with respect to their level of satisfaction with the services provided during all phases of the move, as well as, inputs from the TA and DA with respect to the Contractor's compliance with the service requirements articulated in the Contract.
- c) VI scores are calculated by Canada once a year and are used to determine the change to each Contractor's business share for the subsequent observation periods.
- d) Canada reserves the right to modify the VI model and methodology for implementation at the commencement of each option year of the Contract.

### 1.1. Value Index Methodology

- a) A VI score is calculated for each Contractor by adding the results of 3 indices, specific to the activities of each Contractor: the Employee Satisfaction Index (ESI), the Claims Settlement Index (CSI), and the Contractor Compliance Index (CCI) as follows:  
$$VI = 0.25 * ESI + 0.25 * CSI + 0.50 * CCI$$
- b) The ESI measures the Shippers' satisfaction with their move; an ESI score is calculated for each sampled move based on the answers to specific questions in the Government Employee Satisfaction Survey (GESS). The Contractor ESI score is calculated as the average of the individual ESI scores for the sampled moves pertaining to that Contractor and which occurred during the previous VI period.
- c) The CSI measures the claims rate, which is calculated based on a cost per pound moved and, for the PMVs, on a cost per vehicle basis. Claims filed and settled within the VI period are used in the calculation. Those which are not settled will carry over to the next VI period.
- d) The CCI reflects the assessment of the moves based on a measure of the number of service shortfalls issued in relation to the number of moves performed. A CCI score is calculated for each Contractor based on the moves performed during the VI period.

### 1.2. Value Index Benchmark

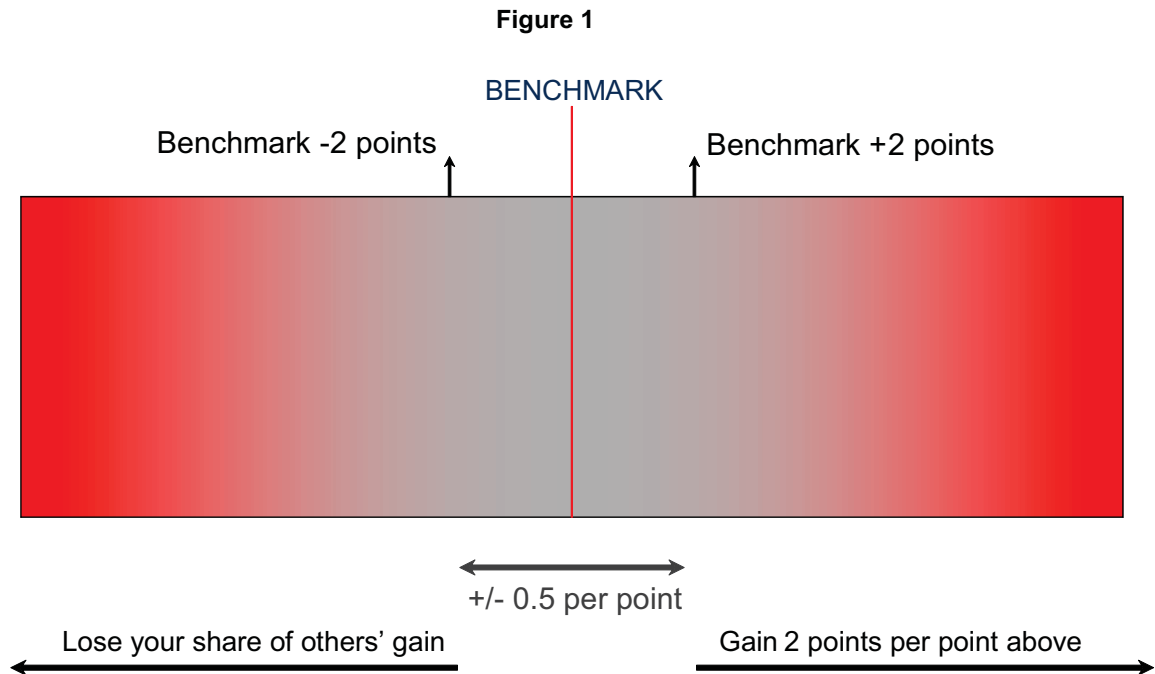
- a) The VI Benchmark is the normalized average of the VI scores for all Contractors in a given VI period.

### 1.3. Business Share Reallocation Principles

The business share reallocation is based on the following 3 principles:

- a) A contractor cannot gain more than what is lost by the other contractor. Gains and losses on business share are based on the following:
  - i. Scores within + or – of 2% of the benchmark (norm) will have their score divided in half in order to arrive at the gain or loss.
  - ii. Scores greater than 2% of the benchmark (norm) will have 2% removed and the remainder multiplied by 2.
- b) No contractor can gain more than 20% of what they currently have.
- c) No contractor can lose more than 10% of what they currently have.

- 1.4. The following Figure 1 provides a graphic presentation of the grey zone area around the VI benchmark.



#### 1.5 Value Index Cycle

Considering the full duration of the Contract, a reallocation of business share based on the VI Model is performed once a year. The data collection periods are from Contract start date until the anniversary date (annually) and in the first year, section 2 a will apply. The business register will be adjusted on February 1 following each VI period. The gains and losses resulting from the VI implementation are cumulative over the life of the Contract.



## ANNEX F – HG&E AND PMV REGISTER EXAMPLES

### General

1. The System will be used to select a Contractor to be assigned a new move. The system tracks all move orders assigned to each Contractor and maintain a running total of the estimated cost of each move order (Value of Business Distributed). In combination with the National Ideal Business Distribution (NIBD) the Value of Business Distributed is used to determine the Contractor who is furthest under the ideal amount of business that they should have received in relation to the other Contractors.

The Current Business Distribution is the current percentage of all business distributed that the Contractor has received in relation to the other contractor (Contractor's Value of Business \$ / Total business \$). The difference between the Current Business Distribution and the NIBD represents how far a contractor is over or under the NIBD.

If the difference is positive (over), then the contractor has received more business than it should have been allocated, and a negative (under) indicates that a contractor has received less business than it should have been allocated. The contractor with the larger negative difference will receive the next unassigned move.

### Register Example 1 – Normal Pre-Estimate Stage

Contractor	National Ideal Business Distribution (NIBD)	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD
Contractor One	65.00%	\$26,197.50	58.28%	-6.72%
Contractor Two	35.00%	\$18,750.00	41.72%	+6.72%

2. A register containing the contractors NIBD percentages and the value of business awarded will be maintained in the System under the direction of the PA. The value of business awarded be tracked from Pre-Estimate through Actual Cost as follows:
  - a) **Pre-Estimate:** The Pre-Estimate will be used when a more accurate estimate is not available and is generally made up of an historical average for that contract type (i.e. LHM (including PMV shipments) have a pre-estimate value set to \$8,500.00 and for Local Moves (e.g. moves into/out of storage) it is \$2,500.00).
  - b) **Estimate Value:** Subsequently, the Pre-Estimate will be adjusted to reflect the Estimate (based on weight or PMVs) sent to the System by the Contractor as per Annex A, section 2.6 g. The Estimate value will include any quotes that are approved for cross posting freight charges.
  - c) **Actuals:** When the move is completed, the Estimated Value will be replaced by the actual value less tax paid to the Contractor (e.g. fuel surcharges, transport, currency exchange gain/loss) excluding Rush move incentives and LTS charges.

3. The following LHM example illustrates the progression from a Pre-Estimate to Estimated Value. The time frame from Pre-Estimate to Estimate may take several days. During that time the other entries and contracts awarded will impact the Register.

**Register Example 2 – Normal Estimate Stage**

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD
Contractor One	65.00%	\$26,197.50	58.28%	-6.72%
Contractor Two	35.00%	\$18,750.00	41.72%	+6.72%

4. Assign a new move to contractor 1, as contractor 1 has a negative difference between the NIBD and current business percentages. In this example a LHM is being assigned \$8,500.00 (Pre-estimate Value for LHM) which is added to the Register (Value of Business Distributed column) to move contractor 1 from being the next contractor selected on the list.

**Register Example 3 - Normal Stage Updated**

Contractor	National Ideal Business Distribution	Value of Business Distributed	Current Business Distribution	Current Variance from NIBD
Contractor One	65.00%	\$34,697.50	64.92%	-0.08%
Contractor Two	35.00%	\$18,750.00	35.08%	+0.08%

5. If a new move is generated, based on this Register Example 3, contractor 1 will receive the next move.

The estimated weight is subsequently received. The System calculates the estimated value based on the mode of transport selected and estimated weight including applicable fuel surcharges, excluding applicable taxes and rush move incentives. For this example, assume that the calculated estimated value of this LHM is \$7,500.00. The Value of Business Distributed for contractor 1 has to be adjusted from the \$8,500.00 of the Pre-Estimate to the \$7,500.00 of the Estimate. This will change the Contractor's Current Business Distribution, the difference between the Current Business Distribution and the NIBD, and may also change the selection order of the contractors depending upon what other move orders have been received and/or updated with estimate or actual cost information.

## ANNEX G – GLOSSARY OF TERMS, ACRONYMS AND ABBREVIATIONS

Term	Definition
Active Posting Season	The annual period between 01 June and 31 August.
All-weather roads	An all-weather road, paved or unpaved, which is useable in all kinds of weather.
Appraisal	For HG&E related articles a document prepared by a recognized appraiser within the previous 12 month period that describes the articles and the value for RCP purposes. For a PMV the document must have been prepared within the previous 30 days.
Arm's length relationship	A transaction in which the buyers and sellers of a product (or service) act independently and have no relationship to each other.
Business day	A day of the work week which typically includes Monday to Friday and excludes recognized federal government holidays.
Calculated estimate	The total of the estimated charges as per all services included in the BOP rates which is used for the initial estimate value calculation in the System register.
Calendar day	Any day of the calendar year including statutory holidays or weekends.
Canadian Blue Book	A reference guide used to determine the value of a recreational vehicle. The source is <a href="http://www.canadianbluebook.com/">http://www.canadianbluebook.com/</a> .
Canadian Red Book	A reference guide used to determine the value of a personal motor vehicle and the protection coverage required. The source is <a href="http://www.canadianredbook.com/">http://www.canadianredbook.com/</a> .
Claims report	The record of all claims received from Shippers which is maintained by the Contractor and reviewed by PA.
Claim settlement	The disbursement of any funds to the Shipper and/or a third party for the damage and/or loss to the Shipper's HG&E, property, and/or PMV(s).
Constructive Weight	Refer to Rule 11. The weight of 40 pounds per tagged item will be used to calculate the total weight of a shipment.
Continuous Improvement	The aim of the Value Index, Quality Assurance Inspection and associated Quality Assurance Plans.
Contractor	The person, entity or entities named in the Contract to supply goods, services or both to Canada.
Customs Agent	A representative from the Canada Border Services Agency (CBSA) or US Customs and Border Protection.
Date Service Requested (DSR)	Load date of HG&E from the Shipper's residence or the LTS warehouse.
Decrepit PMV	A PMV that is old and no longer in safe operating condition.
Direct Delivery to Residence (DDR)	A process to obtain authorization and delivery instructions at destination.

Term	Definition
Dish pack	Carton used for packing glassware and dishes that have interior partitions.
Diversion point	The location of the HG&E shipment when the TA provides the Contractor with a revised destination address.
Fiscal Year	Canada's fiscal year which runs from April 1 <sup>st</sup> to March 31 <sup>st</sup> .
Fiscal Year Quarters	Canada's fiscal year quarters are as follows: Q1 – April 1 <sup>st</sup> to June 30 <sup>th</sup> ; Q2 – July 1 <sup>st</sup> to September 30 <sup>th</sup> ; Q3 – October 1 <sup>st</sup> to December 31 <sup>st</sup> ; and Q4 – January 1 <sup>st</sup> to March 31 <sup>st</sup>
Green ware	Household items made of unfired clay.
Gross weight (Total weight)	The net weight of the shipment and the tare weight which is the weight of the empty van (container).
High Value Items	Antiques, furs, medals, etc valued and appraised at \$5,000 or more.
Household Goods & Effects (HG&E)	Residential personal furniture and effects belonging to the Shipper.
IDC Departmental Authority (DA)	The delegated authority within each Government of Canada entity to serve on the IDC and act as the primary point of contact for the Contractor.
Inherent vice	A legal tenet referring to a "hidden defect (or the very nature) of a good or property which of itself is the cause of (or contributes to) its deterioration, damage, or wastage".
Interdepartmental Committee (IDC)	The IHGRS Contract governing body as identified in the SOW.
Inventory Listing	The final detailed listing of HG&E to be shipped as prepared by the Contractor on load day.
Kilogram (kg)	The accepted unit of measure for weight (mass) to be used by the Contractor and Canada.
Kilometer (km)	The accepted unit of measure for distance to be used by the Contractor and Canada.
Local move (LOC order)	A move where the distance from origin to destination is 100 km or less.
Long haul move (LHM order)	A move where the distance from origin to destination is greater than 100 km.
Long term storage (LTS order)	Storage required by Canada for a portion of a Shipper's HG&E when the Shipper is relocated to a weight restricted and/or cross border location.
Major articles and appliances	Washing machines, dryers, refrigerators, ranges, convection type ovens, portable dishwashers, deep freezers, televisions and other electronic items (e.g. gaming stations, computers).
Major damage	When the estimated damage repair value is in excess of \$10,000, or in the case of a PMV, an insurance write-off, or in the case of a structure, jeopardizes structural integrity.

Term	Definition
Major loss	When damage or loss to a HG&E or PMV shipment is valued at \$25,000 or more or when a complete shipment regardless of the value is lost.
Mission	Location outside of Canada where a government employee/member is relocated.
Move life cycle	HG&E and PMV shipment services which include Pre-move Consultation, packing, loading, transportation, Storage-in-Transit (SIT), Long Term Storage (LTS), unloading, unpacking, Optional Replacement Cost Protection (RCP), invoicing and claim settlement services
Move Order	The official request from Canada to the Contractor for services in support of the movement of HG&E and PMVs.
Net Weight (the weight of the shipment)	The weight calculated using the Gross weight less the tare weight.
Perishable goods	Household items that degrade in quality over time, and can become reduced in value such as foods, medication, plants and agricultural products.
Personal Watercraft	A recreational watercraft that the rider either rides or stands on, rather than inside of, as in a boat. It has an inboard engine driving a pump jet that has a screw-shaped impeller to create thrust for propulsion and steering.
Pre-move weight estimate	An electronically generated room-by-room pre-move weight estimate prepared by the Contractor to detail all HG&E to be shipped and determine the estimated weight of the shipment. This estimate is used as an initial determination of the value of the shipment for the business distribution register in System.
Pre-Printed Inventory Listing	The listing used by the Contractor to tag and condition HG&E during loading.
Prime mover	A vehicle that provides the motive power to haul a load.
Private Motor Vehicle (PMV)	Personal private motor vehicle belonging to the Shipper.
Protection Coverage (PC)	Private motor vehicle protection coverage for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during loading, transportation and unloading.
Quality Control Inspection (QCI)	A process to physically and administratively verify Contractor adherence to the terms and conditions of the Contract and identify performance deficiencies.
Recognized federal government holidays	Days where Canada has legislated a statutory holiday for federal employees.
Recreational vehicles	Motorized vehicles used for recreational purposes.
Regular move	All moves not classified as rush moves.
Replacement Cost Protection (RCP)	Replacement coverage for physical loss or damage that is attributable to Contractor mishandling and incidents which occur during pre-packing, packing, loading, transportation, storage, unloading and unpacking of the HG&E.

Term	Definition
Rush move	A move which is booked on short notice as detailed in Rule 2.
Set or collection	A group of similar items of the same manufacturer that belong together or are complementary to each other.
Shipper	The Government of Canada employee or member whose HG&E or PMV is being shipped by Canada. For the purposes of the VI, Shipper is interchangeable with Employee.
Statement of Claim	A formal application outlining the damages and/or loss caused by the Contractor during the shipment of HG&E, PMV and/or residence.
Storage-in-transit (SIT)	Short-term storage of HG&E until the residence is available to receive the shipment.
Subcontractor	Refers to any representatives engaged by the Contractor to perform services as detailed in the statement of work.
Submitted	Entered and/or stamped as entered into a system (electronic or paper ie postal). Something is submitted when it has been successfully transmitted.
System	The collection of databases or applications which contain move information in the various government departments which collectively communicate with the Contractor via comma delimited flat files.
TA time	Hours of operation between 0800 hrs to 1600 hrs on a business day based on the time zone where the TA is located.
Tare Weight	The weight of an empty vehicle or container (sometimes referred to as unladen weight).
Transportation Agent (TA)	The main point of contact for Canada who will liaise with the Contractor as required to coordinate all facets of the Shipper's move.
Value Index Model	The performance based business distribution mechanism through which the Contractor's proportion of business is adjusted on a trimester cycle. Refer to Annex D for a complete explanation of the model and its components.
Van	A conveyance for HG&E as defined in Appendix 4.
Vehicle Condition Report (VCR)	An IDC approved industry standard report prepared by the Contractor to detail the condition of the PMV on acceptance from the Shipper and at the time of delivery to the Shipper.
Volumetric (or Cubic) Measurement	Length x Width x Height.
Waiting time	The amount of time, at no fault of the Contractor, where the Contractor is required to wait prior to delivering a shipment.
Warehouse	A commercial building for the storage of HG&E as per Appendix 6.
Weight estimate	The estimated weight of a shipment as determined during the Pre-move Consultation.
Weight tolerance standard	An allowance to make provision for variance in actual weights when two different weigh scales are used.

<b>Acronym</b>	<b>Denotation</b>
3DES	Triple Data Encryption Algorithm
BOP	Basis of Payment
BSI	Book of Shipping Instructions
CA	Contracting Authority
CAD	Canadian dollars
CAN	Canada
CDN	Canadian
CBM	Cubic Meters
CBSA	Canada Border Services Agency
CCI	Contractor Compliance Index
CFIA	TBD
CI	Continuous Improvement Program
CPI	Consumer Price Index
CRS	Central Removal Services
CSI	Claims Settlement Index
CWT-KG	Cost per Hundred kilograms
D2B	Department to Business
DA	Departmental Authority
DDR	Direct Delivery to Residence
DES	Data Encryption Standard
DND	Department of National Defence
DSR	Date Service Requested
EDI	Electronic Data Interchange
EPA	Economic Price Adjustments
ESI	Employee Satisfaction Index
F&E	Furniture and Effects
GAC	Global Affairs Canada
GESS	Government Employee Satisfaction Survey
GTT	Guaranteed Transit Time
HG&E	Household Goods & Effects
IATA	International Air Transport Association
IDC	Interdepartmental Committee
IFO	Intermediate Fuel Oil
IHGRS	International Household Goods and Effects Relocation Services
ISO	International Organization for Standardization
ISPM	International Standards For Phytosanitary Measures
LCL	Less than Container Load
LD	Liquidated Damage
LHM	Long Haul Move
LOC	Local Move
LTS	Long Term Storage
NCR	National Capital Region
NIBD	National Ideal Business Distribution
OEM	Original Equipment Manufacturer
PA	Project Authority
PAL	Possession and Acquisition License
PBO	Packed-by-owner
PC	Protection Coverage (PMV)

<b>Acronym</b>	<b>Denotation</b>
PMQs	Private Married Quarters
PMV	Private Motor Vehicle
PRM	Performance Review Meeting
PWGSC	Public Works and Government Services Canada
QA	Quality Assurance
QCI	Quality Control Inspection
RCMP	Royal Canadian Mounted Police
RCP	Replacement Cost Protection
RFP	Request for Proposal
RO-RO	Roll-on Roll-off
SOAP	Simple Object Access Protocol
SOLAS	Safety of Life at Sea
SF	Service Failure
SIT	Storage-in-transit
SOW	Statement of Work
SSL	Secure Sockets Layer
STRG	Storage
TA	Transportation Agent within a government department for shipment authorization or coordination
USA/US	United States of America
USD	US dollars
VCR	Vehicle Condition Report
VI	Value Index
XML	eXtensible Markup Language
XLTS	Exiting Long Term Storage