



## 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

## SOLICITATION AMENDMENT

## MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

### 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	
<b>Solicitation No. - N° de l'invitation</b> 08009-160413/D	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 08009-160413	<b>Date</b> 2018-01-04
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$ZU-001-31978	
<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 2018-01-05</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Sanford(zudiv), Gordon	<b>Buyer Id - Id de l'acheteur</b> 001zu
<b>Telephone No. - N° de téléphone</b> (873) 469-9633 ( )	<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>

**IHGRS RFI #4****Amendment 002 to Solicitation No. 08009-160413/D**

This RFI amendment is raised to inform industry of additional significant changes made to the requirements since RFI #3 was published.

**1. Changes to Requirements**

Please see the attached documentation.

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

Respondents are not requested to provide comments; however, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this Amendment could be satisfied may be provided. While respondents are also not requested to provide comments regarding the content, format and/or organization of any draft documents included in this Amendment, feedback may be provided. Respondents should explain any assumptions they make in their responses.

Canada does not intend to publish another RFI to summarize any feedback received.

**3. 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 Amendment 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)

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ALL OTHER TERMS AND CONDITIONS OF THE RFI REMAIN THE SAME

### **CHANGES TO IHGRS RFI #3 DRAFT RFP DOCUMENTS**

Included in this Amendment 002 are additional significant changes that have been made to the IHGRS requirements based on feedback received from industry in response to the Draft RFP, which was published in RFI #3.

Please be aware that further changes could be made and that Canada's final requirements will be published in the RFP.

#### **1. Previous Experience of a Bidder**

In PART 3 – BID PREPARATION INSTRUCTIONS, Section 1 - Technical Bid, the last paragraph of section 3.3.3 c) **Previous Experience** is replaced by the following for further clarity:

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. For example, if a multi-national organization with a Canadian incorporated subsidiary submits a bid in the name of its Canadian subsidiary, it could not use the experience of its parent company when responding to the mandatory and rated evaluation requirements.

#### **2. Origin, Destination and Freight Services**

Section 2.1 Requirements of the Statement of Work is replaced by the following:

##### **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.

Costs incurred by the Contractor due to its negligence/non-compliance will not be paid by Canada.

GTT extensions will not be granted due to the Contractor's negligence.

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 within Europe), 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.

- i) The Contractor must monitor the movement of the shipment as described in section 2.11 and Appendix 5 in order to meet defined Transit Times described in Appendix 2, 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) Shipments into LTS will not be paid Destination Services and shipments out of LTS will not be paid Origin Services.
- o) In Canada, Origin or Destination Services (HG&E and PMV) include the first 100 km of inland transportation (by any mode) between city center of residence and port or LTS (Canada only), and any other services that are required to execute the move that may not be otherwise specified. For international locations additional transportation charges will apply when the residence is beyond 100 km of city center as identified in Annex B – Basis of Payment, Table 6.
- p) Origin Services HG&E include:  
the Pre-move Consultation; pre-packing; packing; physical handling of HG&E between the residence and the mode of transportation; documentation preparation; loading; scaling; shuttle service; up to 10 days of SIT including warehouse handling if required (e.g. while awaiting accreditation or awaiting amalgamation with wholesale food supplier such as Costco).
- q) Destination Services HG&E include:  
the physical handling of HG&E between the mode of transportation and the residence; waiting time; unloading; unpacking; shuttle service; scaling if required; 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.

- r) **Origin Services PMV:**  
includes Pre-move Consultation; Red Book valuation (alternative valuations to be provided by Shipper); documentation preparation; 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; up to 10 days of SIT; and any other services that are required for the transport of the PMV to the port. The Contractor must prepare the PMV so that it passes all government inspections (e.g. CFIA inspections or equivalent).
- s) **Destination Services PMV:**  
rate includes unblocking and unbracing, 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).
- t) **Freight Services include:**  
port to port transportation, port handling services including storage awaiting loading and inland transport as necessary to/from the identified international locations; import/export documentation 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. Direct costs for services at the port of entry which are incurred as a result of a government imposed requirement (e.g. inspection, x-ray) as part of the import/export process will be paid by Canada upon presentation of official government invoices with no allowance for mark-up or profit.
- u) **Ground Transport Services include:**  
transportation by road and/or rail, tolls, ferries. Distance is calculated as defined in Rule 1.
- v) **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/paye-centre-pay/feries-holidays-eng.html>).
- The Contractors is expected to be flexible in arranging service appointments with the Shipper outside the above hours, when necessary.
- w) **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.
- x) **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).
- y) **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.
- z) **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.

### 3. Weight Calculation

Sections 2.15 to 2.18 of the Statement of Work are replaced by the following:

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

The Contractor must:

- a) For LTS shipments:
  - i. Scale within 80 km distance of origin when origin is in Canada in accordance with section 2.17;
  - ii. Use the sea or air weight as determined below when the origin is outside of Canada;
  - iii. Scale as outlined in a) i. above for shipments out of LTS, where the LTS has been accessed (additions/removals), else, the LTS weight used for storage billing will be used for delivery service;
- b) For Sea and Air Shipments:
  - i. For Sea shipments use the SOLAS weight and deduct the following tare weight:
    - 1) 20' Container = 2,300 kg
    - 2) 40' Container = 3,750 kg
    - 3) 40' High Container = 3,970 kg
  - ii. For Air shipments use the actual scaled weight (not air chargeable) from the air waybill;
- c) For cross-postings with only ground transportation (i.e. no sea or air shipment):
  - i. Scale within 80 km distance from origin in accordance with section 2.17;
  - ii. Use the constructive weight or estimate weight, whichever is less, for moves with no scales at origin or destination.
- d) When a shipment was not scaled in accordance with the Contract or when the scale tickets have been lost or there are no scales then the constructive weight or estimate weight whichever is less will be used. See Appendix 1, Rule 11 – Constructive Weight Calculation.
- e) In instances where the HG&E and PMV are in the same container, the weight of the HG&E shipment is determined as follows and in accordance with section 2.17:

- 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 or after offloading 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 truck and trailer combination.

## 2.17 Scaling at Origin

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

- 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) When the load date is 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;
- e) 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;
- f) Scale at destination when there are no scales are within an 80 km radius of origin;
- g) Use the same prime mover and van pair when scaling; and
- h) 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.

#### 2.18 Scaling at Destination

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

- 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 section 2.16.

With the exception of filling fuel tanks.

#### 4. Evaluation Criteria

At Attachment 1 to Part 4, IHGRS RFP Bid Evaluation - Mandatory & Point Rated Technical Criteria:

- a) The following mandatory criterion is added:

<b>Mandatory Technical Criteria (MT)</b>		
<b>No.</b>	<b>Mandatory Technical Criterion</b>	<b>Met / Not Met</b>
	<b>IT Security - Data Residency</b>	
<b>MT9</b>	<p>The Bidder must submit a plan that clearly demonstrates its data residency compliance with Annex D – Information Security and Privacy Management, which should include specifics on the city and country of the following:</p> <ol style="list-style-type: none"> <li>i. Primary data center(s), secondary data center(s) and backup centers;</li> <li>ii. All the infrastructure components (including, but not limited to, database servers, SANS, application servers); and</li> <li>iii. The Security Operating Centres (SOC), Network Operating Centres (NOC) or Service Desks.</li> </ol> <p>If the Bidder cannot demonstrate that it currently meets the data residency requirement, it must submit a plan with its bid, demonstrating how it will meet this requirement before the commencement of Work.</p>	



b) The following rated criterion is added:

<b>Point Rated Criteria – IT Security Plan (RTS)</b>				
<b>No.</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 = 40</b>
<b>RTS</b>	<b>IT Security Plan</b>			
	<p>The Bidder must provide an IT Security Plan that describes its current IT systems security functions and how it manages sensitive personal information.</p> <p>The Bidder's plan should describe the following areas:</p> <ol style="list-style-type: none"> <li>1. IT Security Policies and Procedures</li> <li>2. IT Security Certifications</li> <li>3. Incident Response</li> <li>4. Protection of Personal Information.</li> </ol> <p>If the Bidder does not currently have security procedures that address all of the above 4 areas, then the IT Security Plan must provide details of how they will meet the 4 areas.</p> <p><b>1. IT Security Policies and Procedures (Controls)</b></p> <p>Describe if any, policies and procedures that support the security control families described in ITSG-33, Annex 3 A, Section 2, from the Canadian Security Establishment (CSE)  <a href="https://www.cse-cst.gc.ca/en/node/265/html/24869">https://www.cse-cst.gc.ca/en/node/265/html/24869</a></p> <p>The Bidder should describe how its policies and procedures align to the security control families by providing the following information on current policies and procedures:</p> <ol style="list-style-type: none"> <li>a) name of policy and/or procedure;</li> <li>b) its purpose;</li> <li>c) its scope;</li> <li>d) the roles and responsibilities that are described within the policy and/or procedure;</li> <li>e) how it ensures compliance within the organization;</li> <li>f) how it ensures its staff are managing personal information securely.</li> </ol>	<b>40</b>		

	<p><b>2. IT Security Certifications</b></p> <p>Provide a copy of a valid certificate or audit standard. Describe how the certification or audit standard was assessed and obtained (e.g.: 3rd party, self-assessment) for each IT Security certification and audit standard held, such as:</p> <ul style="list-style-type: none"> <li>a) FedRAMP;</li> <li>b) COBIT;</li> <li>c) ISO 27001;</li> <li>d) PCI DSS;</li> <li>e) SOC; and</li> <li>f) Others.</li> </ul> <p>The Bidder should provide sufficient detail with regard to its policies and procedures in order for Canada to evaluate this response in full.</p> <p><b>3. Incident Response</b></p> <p>The Bidder should describe how it manages IT security incidents by providing an outline of the steps it follows in the event of an incident.</p> <p><b>4. Protection of Personal Information</b></p> <p>The Bidder should describe its approach to the protection of personal information and the principals it follows internally and when dealing with its subcontractors and third parties. The Bidder should also describe any mitigation strategies it uses, in the event that personal information is compromised e.g. personal information or cyber insurance.</p>			
	<b>RTS – IT Security Plan - Total Points</b>	<b>40</b>		

c) At section 2.0 - Point Rated Technical Criteria, replace the first table with the following:

Rated Criteria	Overall Maximum Points Available	Overall Minimum Points Required
CC1 to CC4 inclusive	150	98
RTS – IT Security Plan	40	24

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