

CONTINUATION TO OF-347
SECTION 17 - SCHEDULE
PRICES, BLOCK 23
INDEFINITE DELIVERY/INDEFINITE QUANTITY CONTRACT
SHIPPING SERVICES

1. PERFORMANCE WORK STATEMENT

For each year of the contract, the U.S. Government guarantees a minimum order of \$30,000. The maximum amount of shipping/packing services of this contract will not exceed \$150,000.00.

Individual purchases shall be documented as follows: Authorized task order.

2. PERIOD OF PERFORMANCE

After contract award and submission of acceptable insurance certificates, the Contracting Officer shall issue a Notice to Proceed. The Notice to Proceed will establish a date on which performance shall start.

3. PRICING

The rates below shall include all direct and indirect costs, insurance (see FAR 52.228-4 and 52.228-5), overhead, and profit. The prices include all expenses and materials required to complete the work.

3.A. VALUE ADDED TAX

VALUE ADDED TAX. Value Added Tax (VAT) is not included in the CLIN rates. Instead, it will be priced as a separate Line Item in the contract and on Invoices. Local law dictates the portion of the contract price that is subject to VAT; this percentage is multiplied only against that portion. It is reflected for each performance period. The portions of the solicitation subject to VAT are:

- Storage and Freight Handling Services

4. BASE PERIOD PRICES

	<u>Unit of Measure</u>	<u>Rate per Unit</u>	<u>Estimated Quantity</u>	<u>Total Est. Amount</u>
(a) Storage Services				
1) Container Storage (all types)	<u>Days</u>	<u> </u>	<u>20</u>	<u> </u>
(b) Freight Handling				
Transportation between:				
1) DCT/US Embassy or Residence				
Container 20'	<u>Container</u>	<u> </u>	<u>50</u>	<u> </u>
Container 40'	<u>Container</u>	<u> </u>	<u>50</u>	<u> </u>
Hazardous Container 20'	<u>Container</u>	<u> </u>	<u>5</u>	<u> </u>
Hazardous Container 40'	<u>Container</u>	<u> </u>	<u>3</u>	<u> </u>
General Cargo	<u>CBM</u>	<u> </u>	<u>500</u>	<u> </u>
2) Djibouti Airport/US Embassy or Residence	<u>kg</u>	<u> </u>	<u> </u>	<u> </u>
3) Vehicles With Boxing	<u>vehicle</u>	<u> </u>	<u>30</u>	<u> </u>
			TOTAL	<u> </u>

4.A. FIRST OPTION YEAR PRICES
Option Term: Twelve (12) Months

	<u>Unit of Measure</u>	<u>Rate per Unit</u>	<u>Estimated Quantity</u>	<u>Total Est. Amount</u>
(a) Storage Services				
1) Container Storage (all types)	<u>Days</u>	<u> </u>	<u>20</u>	<u> </u>
(b) Freight Handling				
Transportation between:				
1) DCT/US Embassy or Residence				
Container 20'	<u>Container</u>	<u> </u>	<u>30</u>	<u> </u>
Container 40'	<u>Container</u>	<u> </u>	<u>30</u>	<u> </u>
Hazardous Container 20'	<u>Container</u>	<u> </u>	<u>5</u>	<u> </u>
Hazardous Container 40'	<u>Container</u>	<u> </u>	<u>3</u>	<u> </u>
General Cargo	<u>CBM</u>	<u> </u>	<u>500</u>	<u> </u>
2) Djibouti Airport/US Embassy or Residence	<u>kg</u>	<u> </u>	<u> </u>	<u> </u>
3) Vehicles With Boxing	<u>vehicle</u>	<u> </u>	<u>30</u>	<u> </u>
			TOTAL	<u> </u>

4.B. SECOND OPTION YEAR PRICES

Option Term: Twelve (12) Months

	<u>Unit of Measure</u>	<u>Rate per Unit</u>	<u>Estimated Quantity</u>	<u>Total Est. Amount</u>
(a) Storage Services				
1) Container Storage (all types)	Days		20	
(b) Freight Handling				
Transportation between:				
1) DCT/US Embassy or Residence				
Container 20'	Container		30	
Container 40'	Container		30	
Hazardous Container 20'	Container		5	
Hazardous Container 40'	Container		3	
General Cargo	CBM		500	
2) Djibouti Airport/US Embassy or Residence	kg			
3) Vehicles				
With Boxing	vehicle		30	
			TOTAL	

GRAND TOTAL OF BASE PLUS ALL OPTION YEARS _____

The Government will not consider any claim for any additional compensation unless it has been authorized by the Government in writing in advance. The Government shall not be responsible for any work performed that is not specifically provided for under this contract or authorized by the Government in writing in advance.

5. ORDERS

All requests for shipments or performance of individual jobs under this contract shall be issued via an order placed by the Contracting Officer. This task order will contain the following information:

- (a) Name of Contractor,
- (b) Contract number
- (c) Date of purchase
- (d) Purchase number
- (e) Name of person placing order
- (f) Itemized list of shipment and services furnished
- (g) Quantity, unit price, and total price of each item or service, less applicable discounts

Orders may be placed orally initially, but must be followed up in writing within 48 hours via issuance of a task order. Only a Contracting Officer may place an order, either orally or in writing.

6. DELIVERY SCHEDULE

The following items shall be delivered under this contract.

<u>Description</u>	<u>Qty</u>	<u>Delivery Date</u>	<u>Deliver to:</u>
Written Estimate (if required)	1	upon COR request	COR
Notification of Completion of Services	1	immediately upon completion of required services	COR and client
Receipt of Effects and Unaccompanied Air Baggage	1	upon discovery	COR
Delivery Receipt	1	upon completion of delivery and/or unpacking	COR - copy
Inventory List of Articles Lost or Damaged in Shipment	3	7 calendar days after delivery of goods	Contractor – original COR – one Client – one
Weight Certificate	1	submission with each invoice	COR

7. INVOICES AND PAYMENT

(a) Individual invoices shall be submitted for each order to the Embassy on a monthly basis, accompanied by the task order, proof of payments made on behalf of US Embassy, and bill of lading or airway bill. Original invoices shall be submitted to Accounts Payable at the following address (designated payment office only for the purpose of submitting invoices):

Email: djiboutiap@state.gov
US Embassy Djibouti
ATTN: FMC
350-B Lotissement Haramous
Djibouti, Republic of Djibouti

Monthly invoices shall be paid within 30 days of receipt.

8. GOVERNMENT APPROVAL AND ACCEPTANCE OF CONTRACTOR EMPLOYEES.

Reserved.

9. KEY PERSONNEL.

The Contractor shall assign to this contract the following key personnel.

<u>Position/Function</u>	<u>Name</u>
Project Manager	

The Project Manager shall be fluent in the English language. During the first 90 days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment.

10. PERSONAL INJURY, PROPERTY LOSS OR DAMAGE (LIABILITY)

The Contractor hereby assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Contractor's personnel in the performance of the services under this contract.

11. INSURANCE

The Contractor, at its own expense, shall provide and maintain during the entire period of performance of this contract, whatever insurance is legally necessary. The Contractor shall carry during the entire period of performance the following minimum insurance:

Comprehensive General Liability

Bodily injury	Statutory, as required by host country law
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Workers' Compensation and Employer's Liability

Workers' Compensation and Occupational Disease	Statutory, as required by host country law
Employer's Liability	Statutory, as required by host country law

12. BONDING OF EMPLOYEES

The Government imposes no bonding requirement on this contract. The Contractor shall provide any official bonds required, pay any fees or costs involved or related to equipping of any employees engaged in providing services under this contract, if legally required by the local government or local practice.

13. PERMITS

At no cost to the Government, the Contractor shall obtain all permits, licenses, and appointments required for the prosecution of work. The Contractor shall obtain these permits, licenses, and appointments in compliance with applicable host country laws. The Contractor shall provide evidence of possession or status of application for such permits, licenses, and appointments to the Contracting Officer with its proposal.

ATTACHMENT 1
PERFORMANCE WORK STATEMENT CONTINUATION
SHIPPING

1. GENERAL

The Contractor shall provide services for the United States Embassy Djibouti. This consists of freight handling, forwarding, cargo storage, customs clearance and other related services that apply to shipments originating from, consigned to, routed through, and/or moved within the geographic area(s) of Djibouti, Republic of Djibouti.

The Contractor shall furnish all managerial, administrative, direct labor personnel, materials and transportation that are necessary to accomplish all work required. Contractor employees shall be on site only for performance of contractual duties and not for other business purposes. Performance requirements for required work are described below.

2. DEFINITIONS

"Article" means one item, piece, or package and contents thereof received by the Contractor as listed on the inventory. It can be household effects, professional books, papers and equipment, privately-owned vehicles, or general effects included in a shipment.

"Calendar Day" means the twenty-four hour period from midnight-to-midnight. Saturdays, Sundays, and all holidays are considered calendar days.

"Cargo" means any items consigned to the Contractor under this contract for inbound or outbound shipment, whether consisting of household effects or U.S. Government-owned materials.

"Client" means all United States mission personnel for whom the required services are to be rendered.

"COR" means the Contracting Officer's Representative, appointed in accordance with Section 2 of this contract/purchase order.

"Cube" means the cubic measure of space occupied by a given article after it has been packaged for shipment.

"Estimator" means the contractor employee who has the responsibility to evaluate and provide calculations of the price of packing work to be undertaken. This employee shall provide all calculations in writing.

"Government" means the Government of the United States of America unless specifically stated otherwise.

"Gross Weight" means the weight of the packed lift van, crate or shipping container, including the articles packed therein and all materials used for wrapping, cushioning, banding, waterproofing, packaging, blocking and bracing the container.

"Household Effects" or "HHE" means those items that are the personal property of Embassy officials and members of their family, and are therefore to be packed and transported at U.S. Government expense. This includes furniture, personal effects and consumables that, because of volume and weight, are shipped via surface freight. (Note: See the clause in Section 1, Attachment 2, and paragraph 5 entitled "Prohibited Items" for a listing of items which are not to be packed or transported at U.S. Government expense).

"Inventory" means a contractor-prepared list originated at the time the goods are packed. Each inventory is to be reviewed and signed by the client then turned over to the Contracting Officer's Representative.

"Lift Van" means a wooden storage crate.

"Modular Containers" – lift vans that are reduced in size to accommodate a particular shipment.

"Net Weight" means the gross weight of a shipment less its tare weight.

"Ordering Officer" means the Contracting Officer of the U.S. post. If a GBL is used, the ordering officer does not have to be a warranted Contracting Officer.

"Packing" means the activities required to wrap and protect an article, properly place the article in appropriate carton or box, and stow the article and its carton or box in a lift van of sufficient size and constructed in accordance with post specifications; includes obtaining customs clearances and required documentation for shipment, via surface or air as appropriate.

"Packaging" means application or use of protective measures, including appropriate protective wrappings, cushioning and interior containers.

"Professional books, papers, and equipment" means reference material, instruments, tools, and equipment peculiar to technicians, mechanics and members of the professions and special skill areas; specialized, job-related clothing not considered to be normal or usual clothing; communication equipment used by members in association with their particular specialty; and military and individually owned or specifically issued field clothing and equipment.

"Services" means the services performed, workmanship, and material furnished or used in the performance of the services.

"Storage Pack" means the final result of wrapping and protecting of articles, and then properly placing these articles in appropriate cartons and boxes, and then storing these articles/cartons in storage pallet boxes as loose pack storage.

"Tare Weight" means the weight of an empty shipping container, excluding all materials used for wrapping, cushioning, banding, waterproofing, packaging, blocking and bracing articles within the exterior container.

"Unaccompanied Air Baggage (UAB)" means that portion of the total weight allowance of personal property that the client is permitted to ship via airfreight. UAB typically includes those items required for short-term housekeeping, such as clothing, linen, and kitchen items.

3. GENERAL REQUIREMENTS

Shipping of client household effects (HHE) and Government-owned materials for transportation is a highly specialized function. The measure of performance shall be the condition of packed articles upon arrival at their destination. The Contractor must appreciate the importance of family possessions and U.S. Government property and always take the greatest care in handling such articles.

4. PACKING SPECIFICATIONS AND RESPONSIBILITIES

Reserved.

5. INVENTORY SYSTEM

Reserved.

6. FREIGHT HANDLING

The Contractor shall act on behalf of the Government on any selected incoming and outgoing Government cargo that may be assigned to the Contractor under this contract, including the effecting of necessary transport of Government cargo within Djibouti. The Contractor accepts full responsibility for any and all losses and/or damage, from the time such cargo is received into the hands of the Contractor until it is released into the custody of the Government as evidenced by a signed receipt. The Contractor further agrees that in any instance involving loss or damage to the Government cargo, where the Contractor fails to exercise reasonable diligence, the Contractor shall assume full responsibility for such losses or damage including payment of claims for such losses or damage.

The Contractor shall transport all incoming Government cargo handled under the contract from commercial facilities at Doraleh Container Terminal/Port of Djibouti S.A. and Djibouti International Airport to the final destination in the Djibouti City area or elsewhere in Djibouti including off-loading from the Contractor's vehicle, as specified by the COR unless otherwise directed by the COR in writing to the Contractor.

The Contractor shall pick up from the Government in the Djibouti City area or elsewhere in Djibouti in time to insure delivery Doraleh Container Terminal/Port of Djibouti S.A. or Djibouti

International Airport facilities within 24 hours of the request for pickup. The Contractor shall not place cargo in any warehouse at Government expense without prior approval of the COR.

The Contractor shall, within 1 business day of notification, retrieve from the Djibouti International Airport and deliver to the U.S. Embassy all Original Airway Bills consigned to the Embassy. The U.S. Embassy will process exoneration through the Ministry of Foreign Affairs. The Contractor shall be responsible for all shipment related costs, to include customs clearance, Djibouti International Airport fees/charges/taxes, transportation charges, storage, delivery, unsnuffing, and removal of debris. The Contractor shall retrieve complete exoneration documents from the U.S. Embassy and proceed to clear and deliver shipment. Delivery should be complete within 72 hours after receiving exoneration documents from U.S. Embassy. The Contractor must inform the U.S. Embassy of any delays and provide justification.

The U.S. Embassy shall provide to the Contractor all Original Bills of Lading. Upon receipt, the Contractor shall be responsible for all shipment related costs, to include customs clearance, Djibouti Port fees/charges/taxes, delivery order charges, and all other service charges (transportation, storage, delivery, unsnuffing, and removal of debris). Container clearance should not exceed 5 days after receiving exoneration documents from the U.S. Embassy. At the direction of the U.S. Embassy, shipments containing general cargo will be delivered to the U.S. Embassy. At the direction of the U.S. Embassy, shipments containing vehicles will be routed to the Contractor's Warehouse to be opened in the presence of Embassy staff. The contractor will unload the vehicle and deliver to the U.S. Embassy under Embassy staff escort. At the direction of the U.S. Embassy, shipments containing HHE or UAB will be routed to the Contractor's Warehouse to be opened in the presence of Embassy staff. The contract will unload the container and deliver the lift vans to the designated residence under Embassy staff escort.

The Contractor shall, upon request, provide the complete names and copies of photo identification of all employees that will deliver to the U.S. Embassy or residences.

7. CONTRACTOR RESPONSIBILITIES

The Contractor is responsible for strict adherence to all instructions and quality requirements stated in this contract and shall provide the appropriate management effort to ensure that all services are performed. Each packing or unpacking team shall have a team leader to supervise the workforce and serve as a liaison with the COR. This designated person shall have supervision as his/her function during the time the Contractor is in the client's facility or residence and when Household Effects, Unaccompanied Baggage, or other cargo is being loaded into lift vans or other shipping containers.

Work Skills and Experience

The Contractor shall ensure that all personnel assigned to this contract possess the skills and experience necessary for accomplishing their individual tasks.

English Language Qualifications

Each Team Leader must possess sufficient ability in reading, writing, speaking and understanding the English language to carry out the duties prescribed herein for the position.

The remaining staff must be able to follow simple instructions in English, and must be able to completely understand the instructions of the Team Leader.

The Contractor's employees shall not at any time:

- (a) Smoke in the client's facility or residence;
- (b) Arrive at the facility or residence under the influence of drugs or alcohol, or even with alcohol on the breath;
- (c) Drink alcoholic beverages on the job, even if offered;
- (d) Use the client's bathroom or towels without permission;
- (e) Engage in prolonged discussion or argument regarding the job;
- (f) Perform any work for the client not specified in this contract; or
- (g) Request or accept any articles or currency as a gratuity from the client for work performed under this contract.

8. SCHEDULING AND PLANNING SHIPMENT PICKUPS

The COR receives requests and will coordinate the scheduling of shipments with the Contractor. The COR will give the Contractor a completed "Request for Shipment" form which is the notification of scheduling and authority to proceed if "confirmed" is indicated. This form will not be given to the Contractor unless a task order has already been issued by the Contracting Officer. If "tentative" is checked, the Contractor shall contact the COR for information/instructions.

Pre-shipment Survey

Reserved.

9. DURATION OF PACKING

Reserved.

10. WEIGHT

Tare Weight Limitation

For official shipments, the tare weight shall not exceed 45% of the net weight of the articles packed. If it appears that the 45% limitation will be exceeded, the Contractor shall obtain advance approval of the COR before proceeding with the packing. The tare weight and cube of each shipment shall be the minimum that will afford adequate protection to the items being packed. Contractor shall weigh containers before packing in order to calculate net weight.

Shipping Weight

The Contractor will be advised in writing by the COR as to the maximum weight allowance to be shipped and/or stored. The Contractor shall not exceed these weights without the COR's consent. If the shipment portion exceeds the maximum authorized weight, the COR must be informed. The Contractor shall remove items specified by the COR at no additional cost to the

Government or employee. If a shipment is forwarded which exceeds the maximum weight designated in writing by the COR, the Contractor shall be responsible for all costs on that portion of the shipment which exceeds the maximum weight designated.

11. RECORD KEEPING REQUIREMENTS

Inventory Lists

The Contractor shall prepare a complete, accurate and legible Inventory List in English as the articles are packed. The client will review and sign the list. The original will be retained by the Contractor; one copy shall be given to the client or the client's agent; and the remaining copies shall be forwarded to the COR immediately after the packing is completed. All exceptions as to the condition of goods listed on the Inventory List must be brought to the client's attention before goods are removed from the government premises. The Inventory List must be signed by the client and the Contractor's Team Leader, both certifying to the correctness of the Inventory List.

The Inventory List shall show the number and contents of each carton, listed by the correct name in English; the date of shipment; lot number; name of Contractor; container (lift van); and, an explanation of the condition symbols used. The Contractor shall give a copy of the Inventory List to the client. Care in the preparation of the initial inventory will assist in protecting the owner of the property and the Contractor in the event of loss and/or damage. When there are two or more shipments, each shipment shall have a separate inventory and lot number. Copies of all Inventory Lists shall be provided to the COR by the Contractor.

The Inventory List shall also indicate by number which cartons are loaded into the respective shipping containers/lift vans.

- The client's name shall appear on each sheet of the Inventory List, and the last sheet must also indicate the total number of boxes, total number of shipping crates (lift vans), net, tare and gross weights, with measurements and total cubic measure.
- Art Objects
The packer shall list art objects by their specific names, i.e., drum, picture, mask, etc. The Inventory List shall include the type of material (malachite, wood, metal, etc.) and whether the item is of Djiboutian origin.

12. CONTRACTOR RESPONSIBILITIES FOR U.S. GOVERNMENT FURNISHED MATERIALS

Reserved.

13. STORAGE AREA REQUIREMENTS

All temporary or permanent storage provided shall be inside storage buildings and areas that are acceptable to and approved by the COR.

In areas assigned for preparation and storage the Contractor shall prevent pilferage or damage by sunlight, water, or fire. Household effects shall be stored in areas that are dry, well-ventilated, clean, and free from dust, insects and rodents, have adequate fire protection, and are accessible for routine inspection.

The Contractor shall keep aisles, driveways, and entrances free of storage and equipment not being currently handled or operated.

The Contractor shall remove waste or refuse from storage areas or kept in metal containers with tight-fitting metal lids.

Household effects shall be stored on skids, dunnage, pallet bases, elevated platforms, or similar storage aids, maintaining a minimum of two inches of clearance from the floor to the bottom-most portion of the stored goods. The Contractor shall not store property in contact with exterior or interior walls.

14. REQUIREMENTS FOR STORAGE METHODS

The Contractor shall place household effects and unaccompanied air baggage into temporary or permanent storage inside a warehouse on the day of receipt or, in the event of inclement weather, immediately upon receipt.

All loose-packed storage of household effects shall be of the enclosed lift van type. The Contractor shall obtain the COR's approval for any exceptions. Lift vans shall have sound walls and tops and shall be fully enclosed to prevent the entry of dust and other contaminants. The Contractor shall identify all pallet boxes and other boxes and storage containers by affixing to the front of each lift van or container a sign at least 24 centimeters by 15 centimeters in size, type set on poster board material, not hand-printed, with the following legend:

U.S. Embassy Djibouti
(Shipper's Last Name)
(Lot Number)

All letters on each sign described above shall be at least 5 centimeters in height.

The Contractor shall replace moth repellents upholstered articles at least every six months.

The Contractor shall store rugs in fully enclosed rug tubes or rug cartons in rug racks. No more than two rugs are to be stored in each tube or carton. The Contractor shall replenish moth repellents at least every six months.

The Contractor shall establish and maintain a locator system to enable prompt identification and removal of effects in storage.

The Contractor shall store upholstered and overstuffed furniture in special enclosed lift van containers apart from other effects. Upholstered rooms must be fully enclosed areas containing

only articles of furniture in loose-pack storage. Walls must have sturdy framing and be covered with a solid sheathing material such as masonite, cellotex, or plywood of a minimum thickness of one-quarter inch sheathing shall be free of holes and tightly joined to prevent the entry of dust and contaminants. Entry doors into such upholstered storage rooms must be kept closed at all times except during periods of actual placement into and/or removal of furniture. Any other type of upholstered storage must be specifically approved by the COR before use.

15. WAREHOUSE RECEIPT

Upon receipt of effects, the Contractor shall prepare a Non-Negotiable Warehouse Receipt. The terms shall be subject to approval by the COR, indicating the American post or other Government Agency as the depositor. If the Warehouse Receipt contains provisions that differ from items in this contract, or that are not contained in this contract, these provisions in the Warehouse Receipt shall have no effect against the United States Government unless the United States Government specifically, in writing, approved each provision at the time the receipt was drafted.

The Warehouse Receipt shall also indicate the name of the owner of the goods, the number of the authorization, the net weight of the storage lot, the number of items deposited, the kind of items and the condition in which they are received. The Contractor shall mail the original of the Warehouse Receipt to the COR within twenty-five calendar days of the pickup of the storage at the Government facility. If access and segregation and/or partial removal is performed, the Contractor shall prepare a new Non-Negotiable Warehouse Receipt and submit it as directed above.

Warehouse facilities must be approved by the COR and meet the following criteria:

- (a) Storage buildings shall be constructed, with masonry walls and floors, watertight roofs, and maintained in good condition. The building shall be kept dry, clean, well ventilated, free of dampness, free of moths, rats, mice, and insects, and in orderly condition at all times.
- (b) Each building used for storage under this contract shall have as the minimum standard for qualification either:
 - (1) an acceptable automatic fire detection and reporting system, or an acceptable automatic sprinkler system; or
 - (2) a fire prevention and control plan, posted and maintained in each building; and necessary fire extinguishers and/or approved fire-fighting apparatus available and in good working order at all times.

In addition, each storage facility must be protected by an adequate water supply for fire fighting and a fire department that is responsive twenty-four hours per day. Statements from the cognizant fire insurance rating organization shall be used by the Government as a definitive basis

for determining the sufficiency or adequacy of a fire-fighting water supply and the responsiveness of a fire department to protect a facility.

- (c) The Contractor shall insure that all installed fire protective systems shall be accredited by the cognizant fire insurance rating organization for insurance rate credit.

16. NOTIFICATION OF COMPLETION OF SERVICES

As soon as the required services for outgoing cargo, the Contractor shall notify the COR and provide the following information:

- a. If a shipment of other than Household Effects:
 - name and Agency affiliation of employee requesting the shipment, and
 - name and Agency affiliation of employee who owns the effects.
- b. Government Agency packing authorization number;
- c. ultimate destination of shipment;
- d. date of pickup, number of pieces and gross weight of shipment; and
- e. Bill of Lading or Air Way Bill number assigned to the shipment.

A U.S. Government Bill of Lading (GBL) will be issued for each shipment by the authorizing Government Agency. The GBL will either be:

- (1) forwarded by the Government directly to the carrier specified to transport the shipment;
or
- (2) forwarded to the Contractor to be surrendered to the carrier or its agent when the shipment is picked up at the Contractor's premises; or
- (3) forwarded to the Contractor to be surrendered to the carrier or its agent when the shipment is delivered by the Contractor to the carrier or his agent.

The Contractor shall obtain a proper receipt from the carrier or its agent at the time the baggage is delivered to the carrier by the Contractor.

The Contractor shall tender the GBL to the carrier specified to transport the shipment to the port of embarkation. The Contractor shall contact the carrier in sufficient time to load the shipment on the carrier's vehicle in time to have the shipment delivered to the port of embarkation by the delivery date designated in the shipping data furnished by the Government. In addition, the Contractor shall ensure that all customs procedures have been accomplished, and shall obtain required documentation for all shipments. The Contractor shall notify the COR in writing if and why any shipment cannot be delivered to the port of embarkation by the date specified. Failure

to provide this notice before the latest delivery to the pier may subject the Contractor to any liquidated damages to be paid by the Contractor to the carrier.

17. REQUIREMENTS FOR THE DELIVERY AND UNPACKING OF HOUSEHOLD EFFECTS, UNACCOMPANIED AIR BAGGAGE (UAB) AND GENERAL CARGO

Receipt of Household Effects and Unaccompanied Air Baggage

The Contractor shall notify the COR immediately if any shipment is received in damaged condition. The Contractor shall make notation of any visible loss or damage on the reverse side of the Government Bill of Lading and/or on carrier's delivery receipt. Loose-packed effects shall be properly inventoried on receipt and immediately placed in proper palletized storage. If it is necessary to unload a steamship container and place the effects into loose-pack storage prior to delivery, the Contractor shall prepare and sign an Inventory List when the effects are removed from the container and placed into storage.

Delivery of Household Effects and Unaccompanied Air Baggage To a Residence

The placing of Household Effects and UAB in the client's residence, as specified, shall include, but not be limited to:

- the laying of pads and rugs;
- placing of items of furniture within rooms;
- setting up of beds, including the placing of springs and mattresses on bed frames; and
- the placing of all kitchenware, dinnerware, glassware, silverware, linens and other miscellaneous items in locations specified by the client or his/her representative.

The Contractor is not required to move furniture within the residence after the first placing of furniture.

The Contractor shall inquire of the client at the time arrangements are made for delivery, if the shipments include large items such as pianos, freezers, refrigerators, etc. The Contractor shall have piano boards and other necessary tools and equipment on hand to open containers and safely move these items.

The Contractor shall unpack the client's household effects and remove all debris the same day the effects are delivered, or by the close of the next working day; unless the client requests removal of debris at a later date.

The Contractor shall place UAB in the client's residence in packed or crated condition.

The Contractor shall cut strapping and open crates when requested by the client or his/her authorized agent.

The Contractor shall use a tarpaulin or other floor covering suitable for protection of floors while work is in progress.

Obtaining Delivery Receipt

The Contractor shall obtain a delivery receipt in triplicate signed by the client or his/her authorized agent upon completion of the delivery and/or the unpacking and placing of the household effects in the residence. The Contractor shall retain the original of this receipt and submit copy with the invoice for payment and provide one to client

The Contractor shall prepare a separate Inventory List, signed by the client or his/her agent, listing all articles lost or damaged and describing such loss or damage. The Contractor shall submit this Inventory List to the COR within seven calendar days after delivery of the goods.

Removal of Debris and Return of Containers

The Contractor shall, upon completion of delivery and unpacking services, remove all trash dunnage, and debris from all shipping vans and containers. The Contractor shall deliver promptly all empty steel vans, and other special-type containers, to the carrier or its authorized local agent. The Contractor shall release steamship containers immediately after unloading, to the local agent of the delivering carrier. In addition, at the option and discretion of the COR, the Contractor shall deliver containers owned by the Department of State to a local warehouse or depository as designated by the post. All other vans and containers, after completion of service, shall become the property and responsibility of the Contractor.

18. VEHICLES

The Contractor shall provide all vehicles necessary for the performance of this contract.

The Contractor shall provide all fuel and lubricants for the vehicles.

The Contractor shall provide the necessary vehicles of appropriate size (2.5 tons or more) for local transportation of shipments and Unaccompanied Air Baggage.

The Contractor shall maintain its vehicles in the proper mechanical condition to assure their full availability when needed, and to assure that shipments are reliably and safely transported from the residence to the appropriate staging area. If the Contractor encounters mechanical difficulties that prevent the scheduled completion of a scheduled pick-up, the Contractor shall immediately obtain a suitable substitute vehicle at no additional cost to the Government. Non-availability of suitable vehicles shall not constitute acceptable justification for late pickup or delivery, or for additional costs to the Government.

19. COMPUTATION OF WEIGHTS

Gross Weight - see "Definitions," paragraph 2.

Net Weight - See "Definitions," paragraph 2.

Gross Weight is calculated by adding the Net Weight of the contents to the weight of the shipping container and any bracing material used to secure articles in the container. The Contractor shall designate and the COR shall approve a scale to be used for determination of shipment weights. The scale must be officially certified by [*Note to Contracting Officer: Insert the name of the local government or other entity that must certify the scale.*] as accurate and must continually display documentation in testimony thereof. All official certificates of accuracy must be periodically updated and recertified to ensure there is no lapse of certification.

The COR or an appointed representative may be present at the scale site when any shipment weight is taken to witness the accuracy of the reading. The Contractor shall submit to the COR with each invoice a weight certificate, signed by the Government employees for whom services were rendered, and the name of any Government employee who witnessed the weight reading.

When the Net Weight of a shipment has not been determined by actual measurement before shipment occurs, for payment purposes the Net Weight shall be defined as two thirds of the Gross Weight of the shipment. With the invoice for each shipment, the Contractor shall submit a written justification describing why the shipment could not be weighed before it was shipped.

20. QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

Performance Objective	Scope of Work Para	Performance Threshold
<u>Services.</u> Performs all shipping and packing services set forth in the scope of work.	1. thru 19.	All required services are performed and no more than one (1) customer complaint is received per month.

Monitoring Performance

The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

Standard

The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause, FAR 52.212-4 Contract Terms and Conditions-Commercial Items, if any of the services exceed the standard.

21. PROCEDURES

- (a) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed, they should immediately contact the COR.
- (b) The COR will complete appropriate documentation to record the complaint.
- (c) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.
- (d) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.
- (e) The COR shall, as a minimum, orally notify the Contractor of any valid complaints.
- (f) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.
- (g) The COR will consider complaints as resolved unless notified otherwise by the complainant.
- (h) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection Clause.

ATTACHMENT 2
PACKING SPECIFICATIONS

Reserved.

ATTACHMENT 3

GOVERNMENT FURNISHED PROPERTY

Reserved.