



**STANDARD TENDER OF SERVICE (STOS)
FOR PACKING AND SHIPPING 2021 - 2022
No. 21OM001T-001**

Effective Dates: February 16, 2021 through February 15, 2022

U.S. Embassy Muscat, Oman
General Service Office- Shipping Section
Jamyat Al-Duwal Al-Arabia ST No 32
Shati Al-Qurum P.O Box 202, P.C. 115, Madiant Qaboos
Sultanate of Oman

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SECTION A: GENERAL

1. TENDER ADMINISTRATION DATA:

- Tender Administrator: Wajid Al Balushi, Shipping & Customs Supervisor, Tel 968-2464-3478, Email: BalushiWM@state.gov.
- Tender Administrator: Hazim Shajanah, Shipping & Customs Assistant, Tel: 968-2464-3549, Email: ShajanahHA@state.gov.
- Alternate Tender Administrator: Dimitry Medvedev, Supervisory General Services Officer, Tel: 968-2464-3689, Email: MedvedevD@state.gov.

(In case of any change in Tender Administrator, the Alternate Tender Administrator will send notification to the Tender Service Provider(s). Any query concerning this tender can be addressed to Wajid Balushi Email: BalushiWM@state.gov)

- Mailing address: GSO Customs and Shipping, U.S. Embassy, Diplomatic Enclave, Jamiyat Al-Duwal Al-Arabia ST No 32
- Email address: MuscatShipping@state.gov

2. PERIOD OF PERFORMANCE

This tender shall be effective from February 16, 2021 through February 15, 2022.

3. BID CLOSING DATE

Bidders must submit their proposals on or before 1500 Hrs February 1, 2021. Proposals will only be accepted electronically, and should be emailed to the Muscat Shipping Office, email: MuscatShipping@state.gov.

4. COMMUNICATION AND DOCUMENTATION

All communication (written or oral) with the U.S. Embassy Muscat, its representatives, employees and/or other United States Government agencies served by this tender, as well as any documentation supporting the activities of this tender must be in English or English and Arabic. This includes the tender submission, packing and shipping documents (B/L, GBL, AWB, etc.) and all inventories.

5. SCOPE OF THE TENDER OF SERVICE (TOS)

GENERAL: This TOS provides terms and conditions for the international and inland transportation and all related services for U.S. Embassy, Muscat, Oman (hereinafter referred to as U.S. Embassy or Embassy). All Transportation Service Providers (TSP) must have offices and warehouses in Muscat and Salalah.

LICENSES/MEMBERSHIPS: All transportation service providers used as agents must have a valid license/membership with one of the following organizations or must agree to acquire membership within three (3) months of being awarded the TOS. Failure to meet this requirement will result in a suspension to provide further services under this Tender until proof of membership is provided.

- a. (FIATA) International Federation of Freight Forwarders
- b. (IAM) International Association of Movers or
- c. (FIDI) Federation of International Furniture Removers Industry

In addition, the TSP or the designated sub-vendor must possess custom clearance licenses, valid through the period of the tender.

The Tender Service Provider (TSP) shall obtain, at no cost to the Government, all permits, licenses, and appointments required for the prosecution of work. The TSP shall obtain these permits, licenses, and appointments in compliance with applicable host country laws. The TSP shall provide evidence of possession or status of an application for such permits, licenses, and appointments to the Tender Administrator with its proposal.

TSP LIABILITY: All property transported under provisions of this TOS shall be valued at full replacement value. Full replacement value is defined as full cost of repair or replacement or actual value of the property at time of loss or damage. The TSP's maximum liability to the United States Government (hereinafter referred to as U.S. Government, Government or USG) as subrogates or assignee for loss destruction or damage shall be \$8.50 times the net weight of the surface shipment and gross weight for Unaccompanied Air Baggage (UAB) shipments. All measurements are calculated in pounds.. Nothing herein shall alter or diminish the rights of the United States as subrogates or assignee of an employee's claim.

The annual estimated quantities under this tender is shown in Exhibit E: Shipment Count For The Past Year. However, this is only an estimate and actual counts are likely to differ. These prior year figures are provided for information purposes only; no guaranteed loads are given under this Tender of Service

The TSP will be required to provide Door to Door or Door to Port shipping rates for any other inland or international destinations/ports, which are not covered in attached TOS Rate Sheet (Exhibit G). Refer to Section C, Paragraph 25 for One-Time-Only shipping parameters.

6. REVISING TOS PROVISIONS AND CANCELING ORIGINAL OR REVISED PAGES

The TOS is revised and reissued by the U.S. Embassy Muscat's General Service's Shipping Office as necessary. This is done through electronic publication of any changes, the issuance of page revisions (original and revised), or the re-issuance of the entire Tender document.

7. UNINTENTIONALLY ACCEPTED TENDER RULE

Tenders that are unintentionally accepted and distributed for use, which are later found non-compliant with the TOS, are subject to immediate removal by the tender accepting agency. The carrier will be notified when tenders are removed under these circumstances and will be advised on the basis for their removal. Even though a tender was unintentionally accepted, such tender may be used until the carrier cancels it. The TSP is not authorized to solicit/distribute this tender to unauthorized parties.

SECTION B: PARTICIPATION

1. GENERAL

Participation in the TOS is open to any TSP possessing the operating authority and insurance pertaining to (Insert Country) laws.

2. APPROVAL TO PARTICIPATE

A TSP must meet the following requirements to be eligible to participate and perform services under this TOS. The applicable approval documentation with a complete tender package must be emailed to MuscatShipping@state.gov.

Questions related to the approval requirement may be directed by e-mail to MuscatShipping@state.gov.

3. APPROVAL REQUIREMENTS:

- a) A valid copy of licenses and memberships of the organizations from Section A.5.
- b) Local registration. (If applicable, a copy of the company's local business registration).
- c) Evidence that the transporting companies and the TSP operate an established business with a permanent address within the country of Oman.
- d) Warehouse location.
- e) List of five largest clients in the past three years, demonstrating prior experience with relevant past performance reports. Reference information shall include client contact information (name, positions, phone number, e-mail, and address).
- f) Evidence the offeror has all the licenses and permits required by applicable host country law.
- g) Names of transporting companies, if sub-contractors, that are used for road freight assignments.
- h) Certificate of Insurance for goods in transit and while in warehouse facilities. If the insurance expires during the tender, a renewed proof of insurance should be provided, or the TSP will be withdrawn from the TOS.
- i) Evidence the offeror has the equipment, personnel and financial resources needed to perform the work requested within this tender.
- j) A scanned brochure of the organization with a history of the company.
- k) Financial statements covering the current and the past two years.
- l) Rate quote sheet (Exhibit G).
- m) Evidence the Customs Broker is Customs compliant.

4. LAWFUL PERFORMANCE AND OPERATING AUTHORITY

The TSP agrees to comply fully with the applicable U.S. federal, state and local laws and /or regulations of Oman and/or appropriate countries as applicable and ordinances bearing on the performance of services specified herein and shall possess the necessary operating authorities required by regulatory agencies. Common transport carriers shall possess the required carrier documentation. The TSP shall provide the transportation of the household effects to and from or between the places where the shipment may move by provisions of this tender.

5. IDENTIFICATION OF POINTS OF CONTACT

The TSP shall provide the name, mailing address, telephone/ mobile number(s) and e mail addresses of any operations points of contact that will be responsible for tracing of shipments and advising on the road freight, shipping and delivery information at all times. The U.S. Embassy intends to send all documents through electronically or hand deliver at the Embassy's main gate reception or via courier service when documents are required in original.

The U.S Embassy intends to send all documents to the TSP electronically, or exceptionally when original documents are required, via courier service or hand delivery. The TSP shall also provide the name, e-mail address and

telephone number of the person responsible for administrative issues. The TSP will also provide the U.S. Embassy with a website address that will allow the U.S. Embassy personnel to track and trace shipments by document number or the shipment number.

TSP may only be represented under the name of one company. Multiple solicitations will produce automatic disqualification for all associated companies.

6. CONTINUED PARTICIPATION

Once a TSP has been awarded/accepted to participate under this TOS, continued participation depends upon:

- a) The TSP showing a willingness and ability to meet the transportation requirements of the U.S. Embassy.
- b) The TSP's continuation of Insurance.
- c) This TOS is performance based. Failure to perform agreed services may result in immediate termination of this TOS as determined by the USG Tender Administrator(s) as defined in A.1.Tender Administration Data. USG's expectation of a TSP is to provide consistent and satisfactory work that meets all requirements in this Tender of Service. Performance measures may include but are not limited to:
 - Percentage of on-time deliveries
 - Percentage of shipments documentation provided in a timely manner
 - Percentage of billing improprieties
 - Average response time
 - Percentage of customer complaints and satisfaction reports

7. AWARD PROCEDURES

Since more than one TSP is awarded STOS, the procedures in paragraphs 8 and 8 shall govern the issuance of individual orders/GBL. No work shall be performed without a GBL being issued to the TSP by the Tender Administrator.

As the need for services arises, the U.S. Government will develop a price estimate. If the estimate does not exceed US\$10,000, the U.S. Government will follow the procedures in paragraph (8) below. If the estimate exceeds US\$10,000, the U.S. Government will follow the procedures in paragraph (9).

8. AWARDS NOT TO EXCEED US\$10,000

Orders not exceeding US\$10,000 – The U.S. Government will select a TSP for issuance of the order. This decision will be based on the U.S. Government best interests, which may include factors such as estimated price and past performance record.

9. AWARDS EXCEEDING US\$10,000

Orders exceeding US\$10,000 – Unless one of the exceptions in paragraph (11) applies, the U.S. Government will follow one of the following two scenarios:

- a) The U.S. Government will request each TSP to perform (at no cost to the U.S. Government), a pre-shipment survey after which the TSP will present the estimate. Whether or not the TSP is selected for an individual order, the U.S. Government shall not be liable for any claim from the TSP for the costs of performing a pre-shipment survey. Selection will be based on a combination of estimated price and past performance information or;

- b) If the Tender Administrator can establish which TSP price will result in the lowest price for the individual order without requesting a pre-shipment survey, the U.S. Government will make its award based upon the prices set forth in the TOS and past performance information gained as a result of TSP performance under previous TOS.

10. ACQUISITION OMBUDSMAN

The Department of State does have an Acquisition Ombudsman who will review any complaints by TSPs to ensure that all TSPs are afforded a fair opportunity to be considered for the GBL awards, pursuant to the procedures for award of GBL. TSPs may contact the TOS activity ombudsman, A/GSO, American Embassy, Muscat, Oman, at Tel: 968-2464-3427

11. EXCEPTIONS

- a) The agency need for the required services is of such urgency that providing such competitive opportunity would result in unacceptable delays;
- b) The GBL should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow on to an order already issued under this TOS, provided that the awardees were given fair opportunity to be considered for the original GBL.

12. SUITABILITY CHECK LIST

Please check the relevant box if your company meets or does not meet the following mandatory requirements. The documentary proof should also be provided along with your proposal.

Requirements	Yes	No
Offices and Warehouses in Muscat and Salalah		
Sufficient and experienced Packing Crew		
Country-wide Customs clearance licenses from Oman Customs		
Covered area of the warehouse is minimum of 12000 square feet		
Warehouse building is fully occupied (partially occupied building will not be accepted)		
Warehouse is equipped with a Fire system sprinkler/Alarm System/Fire Extinguishers		
Warehouse has 24/7 security guards		
Warehouse has CCTV surveillance cameras		
Certificates of Insurances (warehouse, vehicles etc.)		
Transportation vehicles: Delivery vans, cargo trucks, forklifts Access to any other transportation vehicle whenever required		

Memberships and Affiliations of International moving organization

List names of all local and International organizations/associations:

SECTION C: OFFERS OF SERVICE

1. SUBMISSION OF RATES

TSPs are required to submit their rates on the Rate Quote Sheet (Exhibit G). Assessorial charges must all be all-inclusive under the Tender of Service to include: handling charges, security fees, documentation, and toll gates fees. All assessorial charges must have supporting documentation. Rates must be quoted in Omani Rials (OMR).

2. TIME OF FILING

A complete rate package as prescribed in Section B.2 Approval to Participate and Section B.3 Approval Requirements, must be emailed to MuscatShipping@state.gov by 1500 Hrs. on February 1, 2021. Submissions received after this date and time will not be considered.

3. FORMAT OF OFFER

Each offer must include the Letter of Intent (Exhibit F), Rate Quote Sheet (Exhibit G), Compliance Checklist (Exhibit H) as well as all documentation listed in Section B.3 Approval Requirements. Documents, licenses, certificates, and other supporting information should be submitted as scanned PDF attachments to the email.

Submission emails, including attachments, may not exceed 12 MB. When a vendor's bid requires more than 12 MB in attachments, the bid should be packaged in multiple emails of no more than 12 MB.

The bid email subject line should be listed as follows:

21OM001-T-001 – Vendor Name – Packet Number of Total Packets

Example: *21OM001-T-001 – Company Name – 1 of 3*

Failure to use the above notation in the email Subject line will result in delayed acceptance of the bid and possible disqualification for failure to meet the submittal deadline.

4. MODIFICATIONS TO TENDER

A TSP may not modify this tender by adding or removing services. Such modifications will render the TSP offer void and subject to termination by the Tender Administrator.

SECTION D: STATEMENT OF WORK/ DESCRIPTION/SPECIFICATIONS

1. WORK REQUIREMENTS

The TSP shall provide non-personal services for the United States Embassy Muscat, consisting of packing, 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 Muscat, Salalah and other areas within Oman including their respective airports and sea/dry ports. The TSP may serve one or more of the above specified areas and does not necessarily need to provide services in all geographic areas.

The TSP shall furnish all managerial, administrative, direct labor personnel, materials and transportation that are necessary to accomplish all work as required by this TOS. TSP 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.

The TSP shall provide a qualified work force capable of providing the services specified in this TOS.

Services included in the Rate

- a) Packing, including the use of packing containers and materials from the origin.
- b) All lift vans must be made of new wood and in compliance with the ISPM15 standard.
- c) Removal of all debris and lift vans.
- d) Extra mileage/trip fees.
- e) Inside (internal) and outside (external) lift charges.
- f) All charges associated with heavy or bulky items to include piano/organ.
- g) All charges associated with motorcycle crates to include Clip Lock and Snap-Tight crates.
- h) All boxing or crating charges for flat panel TVs.
- i) Extra labor, long carry and all charges associated with mini-storage.
- j) All charges for shuttle service.
- k) All charges for tolls.
- l) All charges associated with assembly/disassembly of furniture, athletic/ exercise equipment.
- m) All charges for uncrating of any type of container.
- n) All charges associated with servicing grandfather/cuckoo clocks and chandeliers.
- o) Unpacking, removal of debris.
- p) Placing into storage

2. DEFINITIONS

"Article" means one item, piece, or package and contents thereof received by the TSP 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 24-hour period from midnight to midnight. Friday, Saturdays and all holidays are considered calendar days.

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

"Client" means all United States mission personnel for whom the required services are to be rendered. The client or owner of the effects shall be any person the authorizing agency specifies as the owner in the document authorizing service.

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

"Estimator" means the TSP 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. Government of the United States of America can also be referenced as "U.S. Government" or "USG".

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

"High-value item" refers to an item worth at least \$1000. Said item must be declared to the claims office before shipping or storage takes place. The item must be unusually valuable for its category. (For example, a \$1,000 sofa does not qualify. A rare porcelain plate would qualify.)

"Household Effects" means those items that are the personal property of post officials 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 D entitled "Prohibited Items" for a listing of items which are not to be packed or transported at U.S. Government expense).

"Inventory" means a TSP-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 Tender Administrator.

"Lift Van" means a wooden storage crate, whose maximum dimensions should not exceed eight (8) feet in length, six (6) feet 10 inches in height, and six (6) feet in width. These measurements are necessary for proper and safe handling of lift vans at piers and warehouses. The limitations ensure that lift vans fit into vessel containers wherever this service is provided by the ocean carrier.

"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 Tender Administrator of the U.S. Post.

"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, (such as, via surface or air as appropriate).

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

"Personal Protective Equipment" or "PPE" refers to non-weapon protective equipment such as protective eyewear, gloves, steel-toed boots or health-related equipment such as masks or face coverings.

"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 utilized in the performance of the services.

"Storage Pack" means the 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 gross weight minus the net weight. The weight of any outside shipping container and any blocking and bracing required by the packer to secure items in the container.

“Tri-walls” or “Tri-walled containers” refer to cardboard boxes made of triple fluted corrugated material that can be used in place of a wooden container in situations, such as air freight, where tare weight is a factor.

"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

Packing of client Household Effects or 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 TSP must appreciate the importance of family possessions and U.S. Government property and always take the greatest care in handling and packing such articles. No claim for any additional compensation shall be considered unless it has been so specified in a duly authorized GBL. The Government shall not be responsible for any work performed that is not explicitly provided for under the terms of this TOS or authorized by the Government in a GBL

4. DESCRIPTION OF SERVICES

a) Outbound Services

- Export Packing of Unaccompanied Baggage (UAB)

The TOS requirements include but are not limited to picking up unaccompanied baggage, weighing it at the residence on a calibrated portable commercial scale certified by Omani Standard Testing Institute (OSTI) -- not bathroom scales -- packing items into tri-wall containers at the residence, and hauling shipment to the TSP's facility. Services include but are not limited to loading, providing shipping containers, packing, banding, reweighing on a certified scale, marking, preparation of standard packing list/inventory, security labels sheet, temporary storage up to 14 days and handling charges at TSP's facility.

Effects must be packed in tri-wall containers, with measures of 5, 10, or 15 cubic feet only. Individual tri-wall containers must not exceed 200 pounds each. Multiple pieces cannot be shrink-wrapped or palletized outside the tri-wall. All the effects must fit into the tri-wall container.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed for 100 pounds at the applicable rate.

- Export Packing of Household Effects (HHE) from Residence

This TOS requires the complete services for preparing household and personal effects for shipment, including, but not limited to, picking up personal effects at the owner's residence. These requirements include: preliminary packing, inventory, crating (including special crates if required), labeling, TV cartons, providing shipping lift vans made of solid new wood, stowing effects into lift van at the residence, hauling properly stowed shipping containers to TSP's facility, weighing, cubing, banding, placement of security labels, stenciling the prescribed markings to include the net, tare and gross weights and cubic measurements on the lift vans, temporary storage up to fourteen (14) days, handling charges and loading of packed shipping lift vans onto TSP's vehicles. Stenciled weights on shipping containers must be metric with the U.S. weight equivalents in parenthesis.

All wood/plywood containers must meet the United States Department of Agriculture, Animal and Plant Health Inspection Service (USDA APHIS) ISPM 15 standards (www.aphis.usda.gov), be heat-treated, and bear the IPPC stamp on all sides. Size may not exceed 96"L by 46"W by 87"H. TSP must provide dimensions and net/gross weight to tender administrator.

When services are required for shipments weighing less than 1000 pounds, a minimum charge may be assessed on 1000 pounds at the applicable rate.

- Export Packing of HHE by Air from Residence

The TSP shall pack household and personal effects into tri-wall containers. If shipment uses an entire contour type air container, it must be one that is registered and approved by the International Air Transport Association (IATA) and not larger than what can be accommodated by aircraft servicing the post. The container must also conform to USDA/APHIS specifications for the destination designated on the TSP's authorization. All wood/plywood containers must meet USDA APHIS ISPM 15 requirements, be heat-treated, and bear the IPPC stamp on all sides. Only the Tender Administrator may authorize or request the use of another container of a different size and/or construction for HHE for air export packing. These requirements include: preliminary packing, inventory, crating, labeling, TV cartons, providing shipping lift vans made of solid new wood, stowing effects into lift vans at the residence, hauling properly stowed shipping containers to TSP's facility, weighing, cubing, banding, placement of security labels, stenciling the prescribed marking, to include the net, tare and gross weights and cubic measurement on the lift vans, temporary storage up to fourteen (14) days, handling charges, and loading packed lift vans onto TSP's vehicles. Stenciled weights on shipping containers must be metric with the U.S. weight equivalents in parenthesis.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

b) Transportation Services

- International Transport of Personal Effects and General Cargo

This Tender requires the complete transportation services of personal effects and general cargo from TSP's facility to points primarily within the Muscat, and Salalah metropolitan area, but also other areas of Oman, as requested. Services include, but are not limited to loading, issuing CMR and returning of a signed copy of CMR to the Tender Administrator upon delivery. All transportation services conform to local laws and requirements.

When services are required for shipments weighing less than 1000 pounds, a minimum charge may be assessed on 1000 pounds at the applicable rate.

- International transport of personal (POV) or Government-owned vehicle (GOV)

This Tender requires the complete services for vehicle transportation from the embassy or employee's address to points primarily within the Muscat, and Salalah metropolitan area, but also other areas of Oman, as requested. Services include, but are not limited to preparing condition reports, haulage to TSP's facility, temporary storage up to fourteen (14) days, handling charges, loading and fixing of the vehicle (as appropriate, for example on international truck). All transportation services conform to local laws and requirements.

c) INBOUND SERVICES

- Receipt of Incoming UAB Shipments and Release to Government, Owner or Agent

Complete services for the receipt of incoming shipments of packed and/or crated Unaccompanied Air Baggage (UAB) to include, but are not limited to, pick-up from a warehouse specified in the GBL, loading,

transportation to points primarily within the Muscat, and Salalah metropolitan area, but also other areas of Oman, as requested. Services also include temporary storage up to fourteen (14) days, handling charges, weighing, hauling, unloading, unpacking, debris and removal. Only closed trucks or vans shall be utilized to haul UAB.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

- Receipt of Incoming Household Effects (HHE) and Release to Government, Owner or Agent.

Requirements herein include, but are not limited to, the complete services for the receipt, delivery, and unpacking of export-packed or crated effects. This includes unloading from Transportation Service Provider's vehicle, loading, handling charges, preparation of customs documentation and declaring (manifest) shipments in front of Omani customs, temporary storage up to fourteen (14) days, weighing and hauling effects from TSP's facilities to owner's residence, and unloading, uncrating, unpacking and placing of effects properly and safely in said residence as directed by the owner or his authorized representative. The TSP shall remove all shipping containers and empty boxes, barrels, crates, and debris promptly from the owner's premises. The TSP shall note all damage found while unpacking and have the owner or his authorized representative certify on the delivery receipt the services performed under this TOS.

When services are required for shipments weighing less than 1,000 pounds, a minimum charge may be assessed for 1,000 pounds at the applicable rate.

- Receipt and Release of POV or GOV to Government, Owner, or Agent.

Requirements herein include, but are not limited to the complete receiving services and unloading of personal or Government-owned vehicle from an international maritime carrier preparation of customs documentation and declaring (manifest) shipments in front of customs, temporary storage up to fourteen (14) days, towing of vehicle to (as required, such as embassy or local inspection station), handling charges, preparing condition reports, and undertaking pre-delivery services. Pre-delivery services shall include starting the engine and recharging the battery if necessary.

- Receipt of General Cargo and Release to the Government (Per Consignment Weight)

Requirements herein include, but are not limited to the complete services for the receipt, unloading, handling charges, weighing, preparation of customs documentation and declaring (manifest) shipments in front of customs, temporary storage up to fourteen (14) days and delivery to the U.S. Embassy warehouse as requested by the Tender Administrator. Only closed trucks or vans shall be utilized to haul embassy supply shipments.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

d) MONTHLY STORAGE

- Storage of Import/Export Packed Effects and General Cargo

Monthly storage charged per 100 pounds of inbound and outbound household effects (HHE), Unaccompanied Air Baggage (UAB) and General Cargo shipments. If the USG deems that storage is necessary for previously identified inbound or outbound shipments, monthly storage charges shall commence after the completion of fourteen (14) days of temporary storage already included in inbound and outbound shipments.

When services are required for shipments weighing less than 100 pounds, a minimum charge may be assessed on 100 pounds at the applicable rate.

- Storage of Personal or Government Owned Vehicle

Vehicles must be stored securely, indoors, protected from weather conditions, and kept in good operational condition including starting the engine at least once a week and recharging the battery if necessary.

5. PERFORMANCE OF SERVICES

a. General

All services ordered under this TOS shall be performed in accordance with the provisions and requirements set forth herein. It is the responsibility of the TSP to dispatch the appropriate number of personnel and/or equipment necessary to complete jobs as scheduled. Labor employed to perform services under this tender shall be experienced and competent in the performance of such services. The crew must have at least one employee who is fluent in the English language and who will remain at the job site from commencement to conclusion. TSP employees who perform services at the owner's residence shall be neat and in a proper uniform identifying them as employees of the TSP, and TSP equipment should readily identify the firm performing the tender services.

The TSP employees must have in their possession a form of ID that has a current photo and name. Acceptable forms include:

- A valid driver's license
- Photo ID document issued by local Government
- Valid passport.

b. Days and Hours of Service Performance

All work at the employee residence is to be performed on normal workdays (Sunday through Thursday) between the hours of 8 a.m. and 5 p.m. Services at the residences may be performed outside of the normal work week (before 8 a.m. or after 5 p.m. on normal workdays, or other than normal workdays) if mutually agreed upon by both the client and the TSP. This agreement shall create no liability on the part of the Government for overtime or premium pay or other charges to be paid to the TSP's employees.

If the packing and/or pickup crews are expected to arrive later than the scheduled, agreed upon time, the TSP shall notify both the client and the Tender Administrator. Otherwise, changes in date and time must be approved and authorized in advance by the Tender Administrator, with the final workday not to be more than 48 hours from the originally scheduled day.

c. Adverse Weather Conditions

When services are scheduled and adverse weather conditions could create a potential hazard, such pick-up or delivery of containers or lift vans may be suspended or postponed until more favorable weather conditions exist. The TSP and owner must agree on a new pick-up date and time. The TSP must also inform the Tender Administrator. Re-scheduling of pick-up must be within two (2) working days of the workday previously suspended because of the adverse weather conditions and must not result in any liability on the part of the U.S. Government for overtime or premium pay charges.

d. Key Personnel

During the first ninety (90) days of performance, the TSP shall not make any substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The TSP is responsible for strict adherence to all instructions and quality requirements stated in this TOS and shall provide the appropriate management effort to ensure that all services are performed properly.

e. Scheduled Packing of Household Effects and Unaccompanied Air Baggage

Except as otherwise provided in this TOS, the TSP shall perform the required services relating to export packing of household and personal effects on the date and time mutually agreed upon between the TSP and Tender Administrator.

If for any reason this schedule cannot be met, the TSP shall notify the client/owner and the Tender Administrator of the change and the reasons therefor. Any services performed outside normal business days/hours agreed upon between the TSP and the owner of the effects or his authorized representative shall be for the mutual convenience of the parties and shall create no liability on the part of the U.S. Government for overtime or premium pay charges. Requests for approval of additional special services not covered by this tender should be by written request emailed to the Tender Administrator.

f. Inaccessible Locations:

The Tender Administrator must, prior to commencement of performance, authorize and approve in writing the removal or placement of property from or to attics, basements, and other locations, and to make property available to the TSP where the location of property and goods to be shipped or delivered is: (1) not accessible by a permanent stairway (including ladders of any type), (2) not adequately lighted, (3) does not have a flat continuous floor, or (4) does not allow a person to stand erect, (5) any area that is deemed unsafe for TSP's crew.

g. Effects to be Packed/Stowed in Containers/Lift vans at Residence

All household and personal effects must be packed and stowed into approved shipping containers or lift vans at the owner's residence.

- Loose loading of personal effects is prohibited.
- Building materials, boats, kayaks, canoes, and live plants including bulbs of any kind are not authorized.
- Specific to shipments for the Department of Defense (DOD) and United States Coast Guard (USCG), requests to ship building materials, live plants, boats/kayaks/canoes, motorcycles, mopeds, hand gliders, golf carts, snowmobiles, utility trailers, and ultra-light vehicles must be authorized by the Tender Administrator at least three (3) workdays prior to the pack out.

The shipping containers must be closed securely and security labels with unique numbers must be affixed to lift vans before moving them from the owner's residence. When adverse weather could create a potential hazard to the effects, such packing and/or stowing of container or lift vans must be suspended until more favorable weather conditions exist.

h. Protection of Household Effects and Unaccompanied Air Baggage

All articles of household goods and personal effects must be wrapped, crated (prior approval or at owner's cost), packaged, packed, or padded properly before the articles are moved within or from the residence or premises.

All movements of household and personal effects shall be by a method which shall ensure the protection of the effects. The interior of all vehicles and containers shall be clean and dry and be provided with sufficient clean pads, covers, and other protective equipment to ensure safe transit and delivery.

i. Delivery Requirements and Responsibilities

TSP needs to coordinate delivery, find parking, arrange the use of an elevator or if needed arrange for an external elevator. In the event, the owner requests to unpack on their own, debris removal at a later date will be provided by the TSP as agreed to with the owner.

j. Damage to the Owner's Effects and/or Residence

The TSP shall, immediately upon becoming aware of any damage done to an employee's goods or residence, notify the Tender Administrator by telephone. This is to be followed by a written report within twenty-four (24) hours of the incident. In case of theft, a written police report must follow within (5) five days of the incident.

To prevent damage or soiling, the floor, stairwells, banisters, and carpeting of the employee's residence shall be appropriately covered during packing, loading, and/or delivery. Banisters and main entry doors of the residence shall be appropriately covered with clean protective padding. "Appropriately covered" is defined as substantial protection from scratching, gouging, and/or soiling the floor or carpet of an employee.

k. Commingling of Effects

In the case that articles of household and personal effects are inadvertently packed with goods of other than the rightful owner, the TSP shall bear the responsibility and the cost of forwarding said items to the rightful owner by the quickest means of transportation, as selected by the Tender Administrator.

l. Mismatching of Effects

The TSP shall ensure that all shipments are stenciled or marked correctly. When a shipment is forwarded to an incorrect address due to incorrect stenciling or marking by the TSP, the shipment shall be forwarded, with the least possible delay, to its rightful owner by a mode of transportation selected by the Tender Administrator. The TSP shall be liable for all costs incurred, including charges for preparation, drayage, and transportation.

m. Complete Fulfillment of Services

The TSP shall bear all costs for redelivering and storage that results from the TSP's failure to release the items specified on the GBL. The TSP shall complete all services within the time frames specified in Section D.6. Those services calling for export-packing of loose-packed effects from storage/vendor or release of export-packed or crated effects from storage for shipment, including needed remarking, re-banding, re-coopering and repacking, shall not be deemed complete until computer updates and/or manual reports are finished and packing lists are forwarded to the Tender Administrator.

n. 14.Repacking Cost

It shall be the responsibility of the TSP to ensure that all shipping containers are built to the size restrictions outlined in the GBL. When a shipment is forwarded in the wrong size lift van or are not conforming to the USDA guidelines, the TSP will be liable for any repacking or additional freight costs incurred to redeliver the shipment.

o. 16.Motorcycle Crates

The use of prefabricated motorcycle shipping containers (to include Trikes) is mandatory for all shipments containing a motorcycle. The motorcycle key should remain with the owner and for no reason should the TSP take possession of the motorcycle key.

p. 17.Flat Panel TV cartons (LCD, LED, and Plasma)

The use of flat panel TV cartons is mandatory for all shipments containing a flat panel TV

6. PERIOD OF PERFORMANCE

The TSP shall adhere to fixed period of performance standards for the completion of the services required. The completion of services shall not be delayed unless an extension is granted and confirmed in writing by the Tender Administrator prior to the expiration of the time specified below.

a. The packing of household effects:

0 - 2,500 lbs.	1 day
2,501 - 5,000 lbs.	2 days
5,001 - 7,200 lbs.	3 days

If the pre-pack survey indicates that additional days are necessary, the TSP should notify the Tender Administrator.

Up to two additional working days may be authorized for shipments over 7,200 lbs.

b. The packing lists, security labels sheet and weight certificates shall be completed within one (1) working day after pickup of goods at the residence. This one day is exclusive of the packing day. Arrangement for the shipment to be picked up by the freight forwarder must occur within two (2) days.

c. The CMR, T1 or electronic notification of shipment departing warehouse shall be presented to Tender Administrator within one (1) working day.

d. All inbound shipments and release to owner or agent shall be completed within five (5) working days after receipt of notification from the Tender Administrator.

e. The delivery of incoming shipments shall be completed within two (2) working days from receipt of notification from the Tender Administrator. The delivery and unpacking services at the residence shall be performed on the date and at the time agreed upon between the TSP and the Tender Administrator.

Services shall not be deemed completed until the Tender Administrator receives notification of completion of services.

7. NOTIFICATION OF COMPLETION SERVICES

Within 48 hours of the completion of the required services, the TSP shall notify the Tender Administrator, by email, and provide the following information.

- Name of employee and agency affiliation
- U.S. Government Bill of Lading (GBL) number
- The ultimate destination of the shipment
- Date of the pickup, number of pieces, net and gross weight of shipment in metric with the U.S. weight equivalents in parenthesis.
- Vehicle make, model and VIN number

A U.S. Government Bill of Lading (GBL) will be issued for each international shipment by the Tender Administrator. The GBL will be forwarded by the Tender Administrator to the TSP.

8. PACKING SPECIFICATIONS AND RESPONSIBILITIES

The TSP agrees to provide complete services for surveying, packing, crating, weighing, and marking of household effects, surface baggage and official Government shipments of commodities including, but not limited to, household effects, office and residential furniture, vehicles, and equipment and supplies for shipment within and from Oman. Such services will be performed on goods located primarily within the Muscat, and Salalah metropolitan area, but also other areas of Oman, as requested.

The TSP shall provide all necessary packing and crating material required by this specification and standard industry practice for the services under this TOS.

The TSP shall ensure that labor employed to perform services under this TOS shall be experienced and competent in the performance of such services. Those employees who perform services at the client's office or residence shall be neat and in uniform identifying them as employees of the TSP. As warranted by health conditions or as mandated by either the Government of Oman, local government authorities or the USG, the TSP shall also provide employees with special personal protective equipment such as masks or face coverings.

At the request of the Tender Administrator, the TSP shall survey the goods to be packed and furnish the Government with a written estimate of the weight and required number of lift vans or other containers in which to pack the goods to be shipped. The TSP shall transport packing materials and vans to the designated location ready to perform the services required on the date and at the same time specified by the Tender Administrator. The Government shall notify the TSP 48 hours in advance unless otherwise mutually agreed. Any services performed outside of normal business hours as may be agreed upon between the parties to this TOS shall be for the mutual convenience of the parties and shall create no liability on the part of the Government for overtime or premium pay charges.

The TSP shall provide export packing and related services following the best commercial practices to ensure a shipment of the least tare weight and smallest cubic measurement that is compatible with assurance of transportation to destinations without damage or pilferage to containers or contents. Export packing shall include, but shall not be limited to, the following:

- a) Padding, dunnage and packing into cases, barrels or crates of all fragile items.
- b) Wrapping in waterproof paper and padding all items of furniture, television sets and other valuable equipment. The TSP shall place these items in the lift vans to prevent damage or shifting while in transit.

- c) Padding securely all mirrors and framed pictures, marble tops, etc., in crates made to the proper size of good packing grade dry lumber with least tare weight. Crates shall be lined with waterproof paper, in addition to other padding and dunnage that may be required. Refer to Exhibit B, Special Crating, for a list of items which qualify for this provision.
- d) All rugs and carpets shall be mothproofed, and crated or wrapped without folding and shall have an outer protection of waterproof paper or other waterproofing.
- e) Upholstered furniture destined for storage shall also be packed with moth proofing.
- f) Packing clothing items, linens, bedding, lampshades and similar items in containers lined with tissue paper, carefully, to prevent excessive wrinkling or folding.
- g) Freezers or refrigerators shall be dry inside and the TSP shall pad and secure all removable shelving and interior parts to prevent breakage or damage.
- h) Applying tightly and securely adequate steel banding to all wooden cases and containers and to the outside of other appropriate containers that may be used for shipments.
- i) Extremely large or high value items, as identified in Exhibit B, may require special crating

9. INVENTORY SYSTEM

The inventory shall list each article. The TSP shall ensure diligence in recording any unusual condition of the goods being packed by the TSP. The inventory shall list the articles of furniture, and words such as "Household Goods" or other general descriptive terms shall not be used. Special care shall be exercised to ensure that the inventory reflects the true condition of the property. General terms such as "marred", "bags", "scratched," "soiled," "worn", "gouged", and the like shall be avoided unless they are supplemented with a detailed statement describing the degree and location of the exception.

All containers such as suitcases, bags, plastic containers, totes, etc., will be indicated as either empty or the contents will be noted on the inventory.

Rugs which are 2.75 meters by 3.65 meters (9FT x12FT) or larger must be identified on the inventory by color and size.

a) Packed by Owner

The TSP must ensure that packing lists do not include items listed as "Packed by Owner" (PBO), "miscellaneous" or "contents unknown." Such descriptions are an immediate flag for close attention by Customs which may delay delivery. Under no circumstances should the inventory reflect Packed by Owner cartons or locked safes. All owner packed cartons need to be inspected by the TSP so that contents can be properly identified on the inventory.

Absolutely no PBOs should be accepted or annotated on the inventory. Should PBOs appear on the inventory, the TSP will be held responsible for all repacking charges and any associated liability.

b) Exceptions

All exceptions as to the condition of the goods listed on the inventory must be brought to the attention of the owner or his representative before the goods are received by the TSP. The inventory must be signed by the representative of the TSP and the owner or his representative, both certifying to the correctness of the inventory.

c) Inventory Forms

In conjunction with the client or his/her agent, the TSP shall prepare six copies of an inventory case of all articles packed, bearing the signature of the client or his/her agent together with the signature of the TSP, both certifying to the correctness of the inventory. The original of the inventory list will be retained by the TSP; one copy shall be given to the client or the client's agent; and the remaining copies shall be forwarded to the Tender Administrator.

Care in the preparation of the initial inventory will assist in protecting the client and the TSP in the event of loss and/or damage. Inventory lists shall specify the name of the client, the date of shipment and the name of the TSP and contain on the form an explanation of the condition symbols and location symbols.

When there are two (2) or more shipments, each shipment must have a separate inventory. Any items which are 'free flow' items should be noted as such on the inventory form. If access and segregation and/or partial removal are performed on the export shipment, the items on the inventory will be lined through.

d) Marking Requirements

All cartons must be marked in general terms as to contents, and this general identification of contents must be indicated in the inventory. Each piece must be identified with an inventory number, shipment number, and full name of the employee including middle initial if known. These numbers and the employee's name must also be on the outside of each piece after it is wrapped for shipment or storage. No sticker may be placed on the finished surfaces of furniture or on the inside of a wrapped item. A record (i.e., packing list) must be made at the time of loading for each shipping container listing the contents of each container by inventory number (Bingo Card).

10. FREIGHT HANDLING

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

The TSP shall transport all incoming Government cargo handled under the TOS from commercial facilities at Muscat or Salalah to the final destination in the Muscat or Salalah area or elsewhere in Oman including off-loading from the TSP's vehicle, as specified by the Tender Administrator unless otherwise directed by the Tender Administrator in writing to the TSP.

The TSP shall pick up from the Government in the Muscat, Salalah regions or elsewhere in Oman in time to insure delivery to Minimum 1000 pounds -- Sohar's seaports within 7 days of the request for pickup. The TSP shall pick up from the Government in Muscat, Salalah, or elsewhere in Oman in time to ensure delivery to Muscat or Salalah airport facilities within 24 hours of request for pick up. The air cargo will be shipped out from the nearest airport, the TSP will not charge inland transportation cost if cargo is dispatched through a different city airport. The TSP shall not place cargo in any warehouse at Government expense without prior approval of the Tender Administrator.

11. TSP RESPONSIBILITIES

- a) The TSP is responsible for strict adherence to all instructions and quality requirements stated in this TOS and shall provide the appropriate management effort to ensure that all services are performed to the standards specified. The TSP shall not refuse any job. Refusal of an assigned shipment may result in the packer being excluded from further participation in the TOS. However, job refusals will be accepted and allowed if the TSP already has multiple jobs assigned by the Embassy and has so informed the Tender Administrator in writing.

- b) Once job is assigned to the TSP and the required documents provided, the TSP will be responsible for resolving any issues that may arise with Customs, shipping line /airline or destination shipping agent. All extra charges incurred on a shipment due to TSP negligence will be borne by the TSP.
- c) Team Leader/Supervisor: Each packing or unpacking team shall have a team leader to supervise the workforce and serve as a liaison with both the Tender Administrator and the onsite customer or customer's representative. This team leader will be designated and identified as the supervisor during the time the TSP is in the client's facility or residence and when household effects, unaccompanied baggage, or other cargo are being packed/unpacked, loaded/unloaded into lift vans or other shipping containers or otherwise moved or relocated. The TSP team leader must have a working cellphone while performing work at a residence.
- d) English Language Qualifications. Each Team Leader must possess sufficient ability in reading, writing, speaking and understanding the English language so as 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.
- e) Work Skills and Experience. The TSP shall ensure that all personnel assigned to this TOS possess the skills and experience necessary to accomplish their individual tasks.
- f) The TSP's employees shall not at any time:
 - Smoke in the client's facility or residence;
 - Arrive at the facility or residence under the influence of drugs or alcohol, or even with alcohol on the breath;
 - Drink alcoholic beverages on the job, even if offered;
 - Use the client's bathroom or towels without permission;
 - Engage in prolonged discussion or argument regarding the job;
 - Perform any work for the client not specified in this TOS; or
 - Request or accept any articles or currency as a gratuity from the client for work performed under this TOS.

12. SCHEDULING AND PLANNING SHIPMENT PICKUPS

As the Tender Administrator receives requests from clients for Household Effects pack out dates, the Tender Administrator will coordinate the scheduling of shipments with the TSP. Activity assignment will be made by email, which will be considered the notification of scheduling and authority to proceed if "confirmed" in the GBL. This form will not be given to the TSP unless a task order has already been issued by the Tender Administrator. If "tentative" is checked, the TSP shall contact the Tender Administrator for information/instructions.

13. PRE-SHIPMENT SURVEY

Each instance of a Household Effects pack-out service in this TOS shall be preceded by an onsite pre-shipment survey (at no cost to USG). Said survey shall consider the size and quantity of items to be shipped and/or stored to determine the approximate net weight of each category. The survey shall be conducted by an approved estimator. The survey must list the major items of furniture, appliances, and equipment that are to be included in the shipment and/or storage lot. It must also state the number of cartons and crates necessary to properly protect the loose and fragile items. Within 24 hours of completion of the survey, the TSP shall provide the Tender Administrator with a copy of the pre-shipment survey, signed and dated by the estimator, indicating total estimated net weight of both the export shipment and storage lot. Any pre-shipment survey which deviates by more than $\pm 10\%$, in either the export or storage estimates, will be documented by the Tender Administrator in the TSP's performance file. A pre-shipment survey will not normally be required for other than Household Effects shipments but may be requested by the Tender Administrator for other types of activities under the TOS.

14. QUALITY ASSURANCE AND SURVEILANCE PLAN (QASP)

The TSP, not the Government, is responsible for management and quality control to meet the terms of the tender. The role of the Government is to monitor quality to ensure that specified standards are achieved. The Tender Administrator will monitor TSP performance, advise the TSP of occurrences of unsatisfactory performance and notify the Tender Administrator of continued unsatisfactory performance.

The primary quality assurance procedure for this tender is employee feedback. If the USG has to repeatedly request the TSP correct work that was incorrectly performed, and it is clearly the fault of the TSP, suspension from the tender may result.

- a) When the TSP fails to perform its contractual obligations, the TSP has committed a tender breach. The USG retains the right to prescribe terms that result from a tender breach. Depending on the severity of the breach, such terms may range from price adjustments to termination.
- b) The monitoring of TSP performance is performed by the Tender Administrator who will receive all complaints and documents from clients regarding services provided. If appropriate the complaints will be discussed with TSP.
- c) The performance standard is that no more than one complaint is received a month. The Tender Administrator shall notify the Tender Administrator of the complaints so that the Tender Administrator may take the appropriate action.

15. BASIS OF WEIGHT

a. General

Unless otherwise provided in the tender, the basis of weight for the assessment of charges for services performed hereunder shall be net weight. Net weight consists of the weight of actual effects plus the cartons, boxes, crates, fiber drums, and other lightweight packing materials normally supplied in advance to facilitate preliminary packing at the residence. It shall not include the weight of outside shipping lift vans or container, padding, and bracing materials, or any other materials necessary to stow preliminary packed effects into lift vans.

For Unaccompanied Air Baggage (UAB) the basis of weight for the assessment of charges for services performed hereunder shall be gross weight. Gross weight consists of shipped items, all packing, and tri-wall containers.

All scale weights shall be supported by certificates or weight tickets bearing: gross weight/dimensions/total cube; the date and name/signature of the weighmaster or official responsible for the weighing; and the name/shipment number of the owner of the effects. These certificates or weight tickets shall be subject to bi-annual inspection by representatives of the U.S. Embassy. All scale weights are subject to verification by the U.S. Embassy which may require re-weighing in the presence of its representatives at no expense to the USG. The TSP shall be held responsible for all costs associated with additional services resulting from reporting incorrect shipment weights/dimensions.

- b. The net weight of household and personal effects and/or consumables to be prepared for shipment or storage shall be determined by scale weights, ascertained by one of the following methods:
 - Weighing of Loose Effects: Loose effects must be weighed by a certified weighmaster on a Government inspected and approved scale. The term "Government inspected scale" means any scale that is inspected and approved periodically for accuracy by appropriate local U.S. Embassy authority.
 - Weighing of Empty and Packed Lift Vans: Lift vans should be weighed when empty to establish the tare weight of each container. Upon completion of the packing of effects into the lift vans, the

loaded lift vans shall be individually weighed on the same inspected scale to determine the gross weight of each lift van. This weight shall be stenciled on the outside of each lift van immediately after weighing. The difference between the tare weight and the gross weight of each lift van shall be the net weight. Copies of the scale weight tickets for each lift van shall be properly certified by the person ascertaining such weights and shall be identified by the lift van number, date, and name of the owner of the effects.

- c. The gross weight of Unaccompanied Air Baggage (UAB) to be prepared for shipment or storage shall be determined by scale weights, ascertained by using a commercial portable scale at the time of pack out. This scale shall be used to determine the estimated gross weight of the UAB shipment. TSP must inform the employee that weight obtained on portable scales are estimated weights only and that shipment shall be re-weighed on a certified scale when the shipment is received at the TSP's facility and that the estimated weight may vary from actual weight. Actual weight obtained from certified scales shall be used for determining if the shipment is within an employee's weight allowance.
- d) Weight Tickets: A copy of each certified weight ticket shall be attached to the voucher submitted for payment.
- e) Certification and Verification of Weights: All scale weights shall be supported by certified certificates or weight tickets bearing:
 - Date
 - Name of the weighmaster or official responsible for the weighing (with a signature),
 - Location of scale,
 - Indicate tare, net or gross weight,
 - Name of the TSP, shipment number, and
 - Name of the owner of the effects.

16. TARE WEIGHT LIMITATION

The tare weight of any shipment (household effects or official) shall not exceed 35% of the net weight of the articles packed. If it appears that the 35% limitation will be exceeded, the TSP shall obtain advance approval of the Tender Administrator 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. TSP shall weigh containers before packing in order to calculate net weight.

17. SHIPPING WEIGHT

The Tender Administrator will advise the TSP in advance in writing of the maximum weight allowance to be shipped and/or stored. The TSP shall not exceed these weights without the Tender Administrator's consent. If the shipment portion exceeds the maximum authorized weight, the Tender Administrator must be informed, and the client given the option of paying the overweight charges. If the client chooses not to pay overweight charges, the Tender Administrator or the client will then identify items to be removed from the shipment. This shall be accomplished at no additional cost to the Government or the employee. If the TSP forwards a shipment that exceeds the maximum authorized weight without prior consent and agreement of the client and the Tender Administrator, the TSP shall be responsible for all costs on that portion of the shipment which exceeds the designated maximum weight.

18. RECORDKEEPING REQUIREMENTS

- a) Inventory Lists. The TSP shall prepare a complete, accurate and **legible** inventory list as the articles are packed. The marred, scratched, cracked, broken, stained or otherwise damaged condition of individual items should be included on the inventory, and the location of any such irregularity clearly specified. All damaged items, so noted on the inventory list, must be brought to the client's attention before said goods

are packed and removed from the government premises. Both the client and the TSP's Team leader must sign the completed inventory list and certify its accuracy and correctness.

- b) The inventory case shall show the number and contents of each carton, listed by the correct name in English and the date of shipment; lot number; name of TSP; container (lift van); and, an explanation of the condition symbols used. Care in the preparation of the initial inventory will assist in protecting the owner of the property and the TSP 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.
- c) Art Objects. The TSP shall list art objects by their specific names, such as, drum, picture, mask, etc. The inventory case shall include the type of material (malachite, wood, metal, etc.) and whether the item is of Omani origin.
- d) The inventory case shall indicate by number which cartons are loaded into the respective shipping containers/lift vans.
- e) The client's name shall appear on each sheet of the inventory case, 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.
- f) The original(s) of the inventory list(s) will be retained by the TSP; one copy shall be given to the client or the client's agent; and the remaining copies shall be forwarded to the Tender Administrator immediately upon completion of the packing activity.

19. STORAGE AREA REQUIREMENTS

- a) All temporary or permanent storage provided, either for unpacked or packed household effects and unaccompanied air baggage, shall be inside storage buildings and areas that are acceptable to and approved by the Tender Administrator.
- b) The storage area shall be inaccessible to the general public and will be used only for storage purposes – not for any other businesses.
- c) In areas assigned for preparation and storage of household effects and unaccompanied air baggage, the TSP 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 of U.S. Embassy shipping staff members.
- d) The TSP shall keep aisles, driveways, and entrances free of storage and equipment not being currently handled or operated.
- e) The TSP shall remove all waste from storage areas. Any waste generated/produced/discarded during the course of the workday shall be kept in metal containers with tight-fitting metal lids.
- f) 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 bottommost portion of the stored goods. The TSP shall not place any stored property in contact with exterior or interior walls.

20. REQUIREMENTS FOR STORAGE METHODS

- a) The TSP 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.

- b) The TSP 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, calotte, 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 Tender Administrator before use.
- c) The TSP shall replace moth repellents for upholstered articles at least every six months.
- d) The TSP 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 TSP shall replenish moth repellents at least every six months.
- e) All loose-packed storage of household effects shall be of the enclosed lift van type. The TSP shall obtain the Tender Administrator'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 TSP shall identify all pallet boxes, 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 Muscat, Oman (Shipper's last name), (lot number).
 - All letters on each sign described above shall be at least 5 centimeters in height.
- f) The TSP shall establish and maintain a locator system to enable prompt identification and removal of effects in storage.

21. WAREHOUSE RECEIPT

Upon receipt of effects, the TSP shall prepare a Non-Negotiable Warehouse Receipt. The terms shall be subject to approval by the Tender Administrator, indicating the American post or other Government Agency as the depositor. If the Warehouse Receipt contains provisions that differ from items in this TOS, or that are not contained in this TOS, 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 TSP shall mail the original of the Warehouse Receipt to the Tender Administrator 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 TSP shall prepare a new Non-Negotiable Warehouse Receipt and submit it as directed above.

22. WAREHOUSE FACILITIES

Warehouse Facilities must be approved by the Tender Administrator 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 TOS shall have as the minimum standard for qualification either:
 - An acceptable automatic fire detection and reporting system, or an acceptable automatic sprinkler system; or

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

23. NOTIFICATION OF COMPLETION OF SERVICES

As soon as the required services for outgoing cargo and unaccompanied air baggage shipments are completed, the TSP shall notify the Tender Administrator and provide the following information:

- a) Bill of Lading or Airway bill number assigned to the shipment.
- b) The TSP shall obtain proper receipts from port/airport authorities or from the carriers or its agent at the time the baggage is delivered to the carrier by the TSP.
- c) Packing list itemizing the contents of each shipping container by inventory number; Net, Tare and Gross weight; and a cubic measurement of each shipping container and of total shipment.

The TSP shall utilize a digital scanner for the delivery of packing lists, security labels sheet, and weight and cube sheets to the Tender Administrator.

Upon receipt of the above information, the Tender Administrator will furnish to the TSP, by email, any additional shipment marking information; the necessary shipping data; and a completed and signed U.S. Government Bill of Lading (GBL) for each shipment that the TSP has reported ready to ship. The TSP shall tender the GBL to the carrier specified to transport the shipment to the port of embarkation. It shall be the responsibility of the TSP to 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 TSP shall ensure that all customs procedures have been accomplished, and shall obtain required documentation for all shipments. It is also the TSP's responsibility to notify the Tender Administrator in writing if any shipment cannot be delivered to the port of embarkation by the date specified and the reason.

Failure to provide this notice prior to the latest date the shipment is to be delivered to the pier may subject the TSP to any Liquidated Damages to be paid by the TSP to the carrier.

24. RECEIPT OF HHE, UAB AND GENERAL CARGO

Receipt of Effects and Unaccompanied Air Baggage. It shall be the responsibility of the TSP to notify the Tender Administrator immediately if any discrepancy is found in the shipment and/or any shipment is received in damaged condition and 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, an inventory case shall be prepared and signed by the TSP when the effects are removed from the container and placed into storage.

25. DELIVERY OF HOUSEHOLD EFFECTS AND UAB 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 TSP is not required to move furniture within the residence after the initial client-directed placement of the furniture.

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

The TSP 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 TSP shall place UAB in the client's residence in packed or crated condition. Strapping shall be cut and crates shall be opened when requested by the client or his/her authorized agent.

The TSP shall use a tarpaulin or other suitable floor covering to protect floors while work is in progress.

26. OBTAINING DELIVERY RECEIPT

The TSP shall be required to obtain a delivery receipt in duplicate signed by the client or his/her authorized agent upon completion of the delivery and/or the unpacking and placement of the household effects in the residence. The original of this receipt shall be retained by the TSP and the remaining copy shall be submitted with the TSP's invoice for payment.

It shall be the responsibility of the TSP to 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. This inventory list shall be submitted to the Tender Administrator within seven calendar days after delivery of the goods.

Removal of Debris and Return of Shipping Containers. The TSP shall, upon completion of delivery and unpacking services, remove all trash dunnage, and debris from all shipping vans and containers. The TSP shall promptly deliver all empty steel vans, and other special-type containers, to the carrier or its authorized local agent. Steamship containers shall be released, immediately after unloading, to the local agent of the delivering carrier. The TSP shall deliver containers owned by the Department of State to a local warehouse or depository as designated by the Tender Administrator. All other vans and containers, after completion of service, shall become the property and responsibility of the TSP.

27. VEHICLES

The TSP shall provide all vehicles necessary for the performance of this TOS. All vehicles shall be kept in safe operating condition at all times with a valid safety inspection sticker attached if required by local law. The TSP shall provide all fuel and lubricants for the vehicles.

- a) Vehicle Size: The TSP shall provide the necessary vehicles of appropriate size (2.5 tons or more) for local transportation of shipments and Unaccompanied Air Baggage.
- b) Condition of Vehicles: The TSP 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.
- c) Non-Availability of Vehicles: Should the TSP encounter mechanical difficulties that would otherwise prevent the completion of a scheduled pick-up, the TSP 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.

28. COMPUTATION OF WEIGHT

- a) Gross Weight (See C.3) is calculated by adding the Net Weight (See C.3) of the contents to the weight of the shipping container and any bracing material used to secure articles in the container.
- b) The TSP shall designate, and the Tender Administrator shall approve a scale to be used for determination of shipment weights. Subject scale must be officially certified by Omani Standard Testing Institute (OSTI) or other government certified entity 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.
- c) The Tender Administrator or an appointed representative may be present at the scale site when any shipment weight is taken to witness the accuracy of the reading.
- d) The TSP shall submit a weight certificate to the Tender Administrator with each invoice. The invoice must be signed by the Government employees for whom services were rendered, and should also list the name of any Government employee who witnessed the weight reading.
- e) 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 TSP shall submit a written justification describing why the shipment could not be weighed before it was shipped.

29. VEHICLE ACCESS TO U.S. FACILITY

Per this TOS, the TSP shall be responsible for delivery of all goods to the U.S. Embassy Muscat and Salalah. Government will not be responsible for access of TSP's vehicle beyond Diplomatic Enclave or any other check post in the city. For vehicular/container access to a U.S. facility, TSP shall provide – without any extra vehicle/container hold charges – the documents listed below no less than three business days prior to access date:

- a) Copy of Driver's ID Card
- b) Copy of Driver's License
- c) Copy of Registration card of the vehicle

If the TSP does not provide above information at least three business days prior to arrival of vehicle, Government will not be responsible for any container/truck holding charges, container rent charges, or any other charges. The same procedure will be followed for access for empty containers required to transport items/cargo from Embassy compound to other destinations.

30. ONE-TIME-ONLY FREIGHT RATES

As requested by GSO/Shipping, the TSP will be required to provide Door to Door or Door to Port shipping rates for any other inland or international destinations/ports, which are not covered in attached TOS Rate Quote Sheet (Exhibit G). In this regard, GSO Shipping will get quotes from TSPs on one-time-only (OTO) basis prior to packing. Along with invoice, the TSP will submit the paid receipt for freight charges obtained from the respective freight forwarder/shipping agent in order to get reimbursed. Export Shipping fees or the destination charges for costs outside of the control of the TSP will be treated as material costs in a Time and Materials arrangement for this TOS.

31. HANDLING CHARGES AT SEAPORTS AND AIRPORTS

Port dues, wharfage, demurrage/storage, shipping line charges, container rentals, or any other charges will be paid at actual cost based upon presentation of an original receipt. These seaport and airport charges and fees are for costs outside of the control of the TSP and will be treated as material costs in a Time and Materials arrangement for this TOS line item.

SECTION E: PACKAGING AND MARKING

1. CONTAINER SPECIFICATIONS

Containers to be used for export shipments of effects under this TOS must be new and soundly constructed of waterproof plywood, lined with a waterproof barrier, and reinforced with an inside framework.

- a) Wooden containers must be heat treated or fumigated based on the requirements of the destination country and international standards. Full consideration should be given to eliminating damage to the effects from exposure to inclement weather, salt water, salt atmosphere, and possible violent external forces incident to ocean and/or inland transportation and rough handling, so as to insure safe and undamaged arrival of the effects at the destination. The top of the container shall have metal roofing for shipments transiting areas of heavy rain or snowfall. Caulking compound must be used when wooden container panels are assembled to insure watertight joints. For further details see Exhibit A – Wooden Container Specification.
- b) When container shipping services are available, the containers shall be shipped and stowed inside the ship's containers; therefore, the containers shall be of the cubic measurements designed to take maximum advantage of the inside measurements of the ship's containers.
- c) The containers built to the referenced Exhibit A dimensions shall be called "modular household effects containers". All export shipments of household effects under this TOS shall be made using the modular containers. See Exhibit A – WOODEN CONTAINER SPECIFICATIONS.
- d) The modular containers built and/or used under this TOS are the sole property of the Government, and shall be handled with such care as shall permit subsequent reuse with minimum repair or refurbishing.

2. STANDARDS FOR PACKING HHE AND UAB

Household Effects (HHE) and Unaccompanied Air Baggage (UAB) should be packed in a manner requiring the least cubic measurement, producing packages that will withstand normal movement without damage to crates, lift vans, cartons, or contents and at a minimum of weight. Further, the number and weight of boxes, crates or lift vans shall not be greater than necessary to accomplish efficient movement.

The TSP agrees to provide all packing, both for export and storage, and all related services in accordance with the best commercial practices and requirements cited herein. The Tender Administrator will spot check the packing operation to ensure that quality standards are being met by the TSP's staff.

Effects packed for export shall be stowed into a container of suitable capacity so that all usable space is occupied, to ensure a shipment of the least tare weight and smallest cubic measurement that is compatible to safe transportation to destination without damage to container or contents. Any overflow must be stowed into a container of proper size -- constructing one if necessary -- conforming to the USG container specifications (Exhibits A and B).

NOTE: The use of 'stretch wrap' Ultra Violet Inhibitor (UVI clear plastic type wrap) is prohibited as a cushioning wrap or covering for items to be exported or stored.

3. UAB PACKING REQUIREMENTS

- a) All articles shall be packed into a shipping container of suitable capacity, so all usable space is occupied, which will ensure a shipment of the least tare weight and smallest cubic measurement compatible with safe transportation to destination without damage to container or contents.
- b) All cartons, boxes, wrapping, and cushioning materials and shipping containers used by the TSP in the performance of services under this tender shall be new, clean, dry, and free from any substance injurious to the article to be packed. "New" means new.

- c) All shipping containers provided by the TSP for the protection of baggage shall be tri-wall fiberboard boxes with a minimum 900-pound test burst strength. Each tri-wall container must not exceed 200 lbs. Multiple pieces cannot be shrink-wrapped or palletized. No wood shall be used with air shipments because of the additional weight involved.
- d) The maximum weight of any packed container shall not exceed 68.0 kilograms gross weight (200 lbs.) without prior approval of the Tender Administrator. Tri-walls may not exceed 15 cubes. Charges related to moving any additional volume over 15 cubes will be charged back to the TSP. Baby cribs are the one exception to this limitation; they can be shipped in tri-walls larger than 15 cubes. The Logistical Specialist who created the shipment should be notified when shipping a baby crib as UAB that exceeds the 15 cube limitation. Any repacking requires either the employee or a Government representative be present unless a special exemption has been granted by the Tender Administrator.
- e) Metal tension strapping of a minimum width of 1.905 CM (3/4 IN) must be used for banding trunks, footlockers, and wooden cases. Only glass filament tape shall be used for banding suitcases or other soft containers.
- f) All banding of baggage shall be a minimum of three (3) straps to each piece, one (1) lengthwise and two (2) around the girth. After wrapping and banding, each piece of baggage must be stenciled according to the instructions received from the authorizing Tender Administrator. The gross weight in metric with the English equivalents in parenthesis of each and the serialized number (i.e. 1 of 1, 1 of 4, 2 of 4, 3 of 4, etc.) must also be stenciled on the outside of each piece of baggage. UAB tri-walls may not be placed on skids/pallets.

4. REQUIREMENTS FOR PACKING HOUSEHOLD EFFECTS

- a) All pieces or articles of marble OVER 25.4cm X 25.4cm X 50.8cm (10in X 10in X 20in) and glass tables/table tops must be properly padded and packed separately in mirror cartons as required for safe transport. The use of special wood crating containers should be considered only when there are no other safe methods of transportation. Crating of any other item(s) must be approved by the Tender Administrator or his representative (See attachment 9-5 – Special Crating Request) and can be emailed to the Tender Administrator.
- b) Plasma TVs must be boxed in original packing boxes or in specially designed triple wall construction cartons with two types of foam for maximum protection for the sides as well as the screen. Cartons should be labeled “ship upright or this way up”.
- c) All crating of any other item(s) must be approved by the Tender Administrator or their representative and may require a photo of the item to determine the necessity of crating.
- d) Grandfather clocks must be properly padded and packed separately into Grandfather clock cartons. Chandeliers must be properly padded and packed separately into cartons designed for this item.
- e) Sofas will be packed in sofa cartons. Sofas will not be packed standing on their arms for export and storage shipments.
- f) All mirrors, paintings, flat glass, framed pictures, and similar articles exceeding 35.56 centimeters (14 in) by 45.72 cm (18 in) must be wrapped in protective paper pads, sealed with pressure sensitive tape, and properly padded. The article must then be placed in a mirror type carton that has inserts to support the article. Only one article shall be placed in each mirror type carton.

Note: All protective pads must consist of an outside layer that is of a heavier weight than standard pad, an interior cushioning layer and an inside layer made of a smooth, non-scratch material.

- g) All rugs and carpets shall be moth flaked, rolled, and wrapped in Kraft paper, without folding, at the residence. Rugs which are 2.75 meters by 3.65 meters (9 FT X 12 FT) or larger must be identified on the inventory by color and size.
- h) Clothing and blankets shall be neatly folded and packed in a suitable container properly lined with clean, new newsprint between every five (5) garments. Employees can choose either flat or hanging wardrobe boxes for HHE shipments, except where hanging wardrobe boxes will not fit into the lift van required for their shipment.
- i) All shipping marks must be stenciled directly on the surface of the lift vans. Under no circumstances would an employee's social security number be stenciled on the outside of the lift van.
- j) When cellulosic or polyethylene cushioning material is used for the protection of effects it must be a minimum of 3/8 of an inch thick and must be perforated to prevent moisture from being trapped inside the wrapping.
- k) All cartons, wrapping and cushioning material must be new and clean, and must conform to the minimum specifications contained herein.
- l) The flaps of both ends of each carton shall be properly sealed with at least three (3) pieces of pressure sensitive tape at least 5.08 centimeters (2 IN) wide so that all edges and the portions of the flap which meet are completely sealed.
- m) During completion of the stowing of the effects into shipping containers, the TSP shall prepare a packing list (bingo cards) itemizing the contents of each lift van. A digitally scanned copy of this packing list shall be sent as an email attachment to the Tender Administrator.
- n) If the packing company finds it necessary to utilize special packing materials for proper protection of items (crating, special cartons, etc.), they must request authorization from the Tender Administrator prior to services being performed. The request must include the shipper's name, shipment number, item, special service, and cost.
- o) Professional books, papers, and equipment from the embassy must be packed at a pre-approved time and date. The TSP's employees and vehicles must be cleared in advance with the Regional Security Officer (RSO) at the embassy prior to the packing of the effects.
- p) Articles of extraordinary value. Packing shall be performed only in the presence of the client and the relevant forms should be completed by the client prior to the move. For the packing of U.S. Government articles of extraordinary value, the Tender Administrator shall provide specific instructions to the TSP.
- q) Should the client wish to ship wine or alcoholic beverages to the U.S. it must be shipped and packed separately within the HHE weight allowance. The weight of the shipment will be deducted from the total HHE net weight allowance. All packing and shipping charges shall be paid by the USG provided that the net weight remains within the authorized allowance. The client shall complete all the relevant paperwork to import alcoholic beverages into the U.S. prior to shipping the shipment. For shipments of wine and alcohol to destinations other than the U.S., the Tender Administrator shall obtain authorization from the gaining post prior to the HHE pack out and advise the TSP of shipping instructions.

5. PREPARING VEHICLES AND MOTORCYCLES FOR SHIPMENT

The USG will issue a GBL for the shipment of a motor vehicle (POV) or motorcycle (MC) (if a motorcycle is shipped separately from HHE weight allowance). The TSP shall tow a POV or MC from the employee's residence at an agreed date and time. Upon receipt of the vehicle, the TSP is responsible for the following requirements:

- a) A condition report shall be prepared by the TSP, in the presence of the owner, their agent or the driver providing the drive away service, indicating visible damage to include scratches, dents, chips, hairline

cracks and broken exterior and interior parts. The TSP shall take photographs of any visible damage. Any additional instruction will be provided by post regarding the collection and delivery of the vehicle. Upon completion of the condition report, the report must be signed by the TSP and the owner. The original copy of the condition report shall be retained by the TSP for enclosure with shipping documentation; the second shall be provided to the owner of the POV/MC; the third shall be retained by the TSP; and the fourth sent to the Tender Administrator.

- b) The TSP shall remove tags and license plates from the vehicle and return them immediately to the owner
- c) While in storage, the POV/MC shall be protected from direct sunlight, inclement weather, and excessive dust.
- d) Vehicles shall be protected with dust covers for the duration of the storage term.
- e) The TSP shall disconnect the battery for vehicles in long-term storage, so as to prevent the battery from discharging.
- f) In order to prepare the POV/MC for shipment, the TSP shall ensure that each vehicle is clean inside and out and free from loose items that can be pilfered with the exception of the vehicle tools and spare tire.
- g) Excess fuel shall be drained from the vehicle in accordance with carrier specifications.
- h) POVs shall be braced and lashed securely inside containers or truck prior to shipment to prevent moving or shifting during transit.
- i) Dispatch and shipping documentation should be forwarded to the Tender Administrator for review.

6. WRAPPING AND PACKING

All articles subject to breakage, denting, scratching, marring, soiling, chafing, or damage shall be wrapped at the specified pickup site, using wrapping material to prevent such damage. This should be accomplished according to the following guidelines:

- a) Establish a work area in a room with easy access to the majority of the items to be packed.
- b) Floors of residences shall be covered by drop cloths or canvas to protect the surface while work is in progress.
- c) Keep packing materials together; do not allow them to become scattered throughout the house.
- d) All packing materials, boxes, and containers must be dry, clean, in sound condition, free of substances that might damage the contents, and of sufficient strength to protect the contents.
- e) New cartons shall be used for packaging box springs, mattresses, linens, bedding and clothing.
- f) Chinaware, mattresses, box springs, clothing, kitchenware, small electrical appliances, books and similar items shall be packed and sealed at the residence.
- g) Disassemble large or bulky items if this can be done without damage to the item. Nuts, bolts, screws, or other hardware shall be securely wrapped in plastic or paper, and clearly marked. This packet should be securely attached to the articles from which removed, but not in a manner that could damage the article.
- h) Legs or other articles removed from furniture shall be properly wrapped, bundled together, identified (such as "dining room table legs, 6 each") and listed separately on the inventory list, indicating the items on the inventory list to which they belong.

- i) Make a note of the articles requiring special handling and assure that these items are packed and handled, and containers marked, accordingly. Refer to Exhibit B, Limitation of Crating (14 FAM Exhibit 611.6), for a list of items which are eligible for crating.
- j) All rugs and carpets shall be moth flaked, rolled, and wrapped in kraft paper, without folding, at the residence. They shall also have an outer protection of waterproof paper or other waterproofing.
- k) Weighing scale must be officially certified by Omani Standard Testing Institute (OSTI) or other government certified entity as accurate and must continually display documentation in testimony thereof.
- l) Before leaving the premises, check with the client to make sure all desired packing has been completed. If packing is completed, clean up and remove all debris from the area.

7. PROHIBITED ACTIONS

TSP employees shall not:

- a) Attempt to disassemble, assemble, or repair electrical appliances or mechanical items;
- b) Disconnect or connect any gas appliances;
- c) Be inattentive, neglectful, or careless in the handling/packing of items susceptible to damage, and shall not:
 - Touch lampshade coverings or other items that could suffer stains;
 - Pack irons, kitchenware or other heavy pieces in barrels containing china, glassware or other breakable items;
 - Place pictures or mirrors between layers of bedding or linen;
 - Pack heavy articles on top of shoes;
- d) Wrap books, lampshades, linens or other light-colored items in newspaper, as the newsprint will stain;
- e) Pack cleaning compounds, soap, furniture polish or medicine in the same carton with groceries;
- f) Place any other items in cartons with lampshades or
- g) Load any boxes beyond their capacity.

8. PROHIBITED ITEMS

TSPs shall NOT pack following prohibited items (air only):

- a) Any items containing batteries

TSPs shall NOT pack following prohibited items (air and sea):

- a) Alcoholic beverages (unless otherwise approved by the Tender Administrator)
- b) All type of radios & antennas
- c) Boats, kayaks, canoes, or light aircraft,
- d) Hazardous, flammable, or explosive materials
- e) Aerosol containers
- f) Unmarked medicines
- g) Narcotics
- h) Pornography
- i) Stocks, bonds, currency, or original investment paperwork
- j) Open toiletries
- k) Coins, currency, valuable papers, or jewelry

- l) COMBUSTIBLE LIQUIDS:
 - Alcohol's antifreeze compounds camphor oil combustible fluid cleaners chlorinated hydrocarbons
- m) CORROSIVE LIQUIDS:
 - Battery with acid Disinfectants Dyes
 - Flame retardant compounds sulfuric acid paint
 - Iron/steel/rust preventing & removing compound paint related materials
 - Muriatic acid nitric acid photographic acids
- n) EXPLOSIVES:
 - Ammunition black powder blasting caps
 - Dynamite or similar explosives explosive auto alarms fireworks fuse lighters igniters primers, propellants signal flares smokeless powder, souvenir explosives (war item), spear guns toy propellants, smoke device polishes (stove, shoe, metal, furniture, wood).
- o) FLAMMABLES:
 - Acetone adhesives (glues, cements) ammonia, charcoal briquettes cleaning fluids, enamel compound 3 weed killers denatured alcohol gasoline insecticides kerosene lacquer
 - Leather dressing or bleach lighter fluids liquors (any single matches wood oil stains container exceeding 1
 - Paint or varnish remover propane tanks gallon)
 - Other gas used or cooking/heating shellac liquid shoe polish plastic solvents stains turpentine
 - Varnish wood filler petroleum products
 - Flammable liquids contain a toxic corrosive substance.
- p) COMPRESSED GASES:
 - Engine starting fluids
 - Fire extinguishers
 - Construction gases, scuba tanks
- q) AERSOL CANS containing a flammable gas
- r) LOCKED CABINETS OR SAFES
 - Locked gun safes
 - Firearms
 - Safes
 - Any locked cabinet
- s) FOOD ITEMS
 - Frozen foods, open or half-used food products

For Department of Defense (DOD) and United States Coast Guard (USCG) employee shipments, requests to ship building materials, live plants, boats/kayaks/canoes, motorcycles, mopeds, hand gliders, golf carts, snowmobiles, utility trailers, and ultra-light vehicles must be pre-approved and authorized by the Tender Administrator at least three work days prior to the pack out.

9. EXCLUDED ITEMS

Shipments specifically excluded from the scope of this tender are:

- a) Shipments that can be more advantageously or economically moved via parcel post or small package carrier
- b) Shipments of unusual value
- c) Explosives and other dangerous articles
- d) Commodities in bulk

- e) Commodities injurious or contaminating to other freight or property
- f) Property which by its inherent nature is liable to impregnate, contaminate or otherwise cause damage to other property or equipment
- g) Shipments that the Federal Government may elect to move in Government vehicles.

Also excluded are airplanes, mobile homes, birds, pets, livestock, cordwood, building materials, and items which cannot be taken from or delivered to the premises without damage to the items or the premises. Also excluded are packing and crating services performed under a Direct Procurement Method (DPM) contract awarded by an agency.

The TSP shall Contact the Tender Administrator to resolve concerns about items that may not be suitable for air or surface transport or that are unacceptable at origin, in transit or at destination.

10. SPECIAL HANDLING INSTRUCTIONS

Certain items that are to be packed as part of Household Effects shall be afforded special handling by the packers as follows:

- a) Professional Books, Papers and Equipment. Packing shall be in the same manner as other articles, but such items shall be packed, weighed, marked, numbered and listed separately on the inventory case. The client will identify such items and set them apart from the rest of the Household Effects.
- b) Articles of extraordinary value. Packing shall be performed only in the presence of the client or his/her agent. For official packing of U.S. Government articles of extraordinary value, specific instructions shall be provided to the TSP in each case by the Tender Administrator.
- c) Art Objects and Artifacts. The packer is to note the ratio of artwork to Household Effects among the client's effects, and if the ratio appears excessive, the TSP shall notify the Tender Administrator.
- d) Electronic Items. Since UAB is more likely to sustain damage en-route, it is recommended that electronic equipment with an estimated value over \$ 250.00 be shipped as household effects and not as UAB. Should the client insist that such items be included in UAB, the TSP shall advise the client of the risks of damage, advise the client that they can file a claim or obtain private insurance., The TSP will note on the Tender Administrator copy of the Inventory List that such advice was given.
- e) Furniture. Large items of furniture that do not fit into standard cartons shall be protected with packing material and heavy gauge cardboard cut and fitted to the item. For fragile or heavy items, a wooden crate shall be constructed around the item. Examples of items requiring such special treatment include pianos, curio cabinets with glass fronts/doors, crystal chandeliers and flat screen televisions greater than 63". For a full list of items that may be approved for crating, refer to Exhibit B: Limitation of Crating (14 FAM Exhibit 611.6)
- f) Shipping of Vehicles. For purposes of this TOS, MOTORCYCLES/VESPA SCOOTERS are to be considered as HHE items:

If specifically requested by the Tender Administrator, the TSP shall also provide boxing services for vehicles. Boxing services shall include:

- (1) complete water cleaning of vehicle, especially under carriage,
- (2) removal of wheels,
- (3) bolting of vehicle to box container platform, and
- (4) enclosing vehicle in a wood box that will withstand transshipment strains.

11. PROTECTION AGAINST INSECTS

Many different types of insects can damage Household Effects in transit or storage. The TSP shall take measures, following the ISPM-15 standards, to prevent such damage, with the following constituting the minimum acceptable measures:

- a) Household Effects susceptible to insect damage shall be carefully inspected prior to packaging and packing. If infestation is present, the TSP shall advise both the client and the Tender Administrator and note this on the inventory list.
- b) Items made of wool shall be wrapped and packaged and securely sealed to prevent entry of insects.

12. WATERPROOFING

All Household Effects and Unaccompanied Air Baggage shall be protected from water damage resulting from rain, humidity, or dampness, with the following constituting minimum acceptable protective efforts:

- a) Wooden crates or lift vans shall be lined with waterproof paper.
- b) If open vehicles are used to transport a shipment, a weatherproof tarpaulin large enough to fully cover the cargo shall be used.

13. LABELING OF BOXES AND CARTONS

- a) Every box shall be clearly marked with indelible marker pen or paint to assist in location and identification of the client's effects.
- b) All cartons shall be sequentially numbered and the contents identified (such as Kitchenware, Books, Toys, etc.) by means of indelible markings on the exterior of each box. Such markings may be handwritten, if they are legible.
- c) All boxes shall be clearly marked on the sides and top to indicate which end should be up.
- d) All boxes containing mirrors or picture frames shall be clearly marked to indicate which side to open.
- e) All boxes shall be sealed with proper sealing tape in front of customer.
- f) When a shipment is delivered to an incorrect address due to incorrect marking by the TSP, the shipment shall be forwarded with the least possible delay to the correct location by a mode of transportation selected by the Tender Administrator. The TSP shall be held liable for all additional costs incurred by the Government due to incorrect marking by the TSP, including charges for preparation, drayage, and transportation.

14. PACKING ARTICLES INTO WOODEN LIFT VANS

After articles have been wrapped and packed in cartons, they shall be loaded onto the TSP's vehicle for transport to the work site specified by the Tender Administrator. During the loading process, the Tender Administrator will randomly check for quality and efficiency in economy of space utilization as the articles are packed into wooden lift vans supplied by the TSP.

- a) The TSP is responsible for accomplishing any necessary assembly of lift vans to make them ready to receive a shipment.
- b) Articles shall be packed into lift vans in such a manner as to minimize the possibility of damage from shifting of the contents within the lift van.
- c) Lighter and fragile items (such as china, artwork, glassware, etc.) shall be packed at the top of the lift van, and never underneath heavy cartons.
- d) Cartons shall not be over packed. Packed cartons with bowed sides or split seams are unacceptable. Lift vans with evidence of over packing are also unacceptable. In either case, the TSP shall be required to repack the articles in a suitable manner without additional cost to the Government.
- e) If the workday ends before packing is completed, before the packers finish at a residence, the cartons shall be placed in a secure storage area at the work site if the Tender Administrator so directs. The cartons shall be packed into lift vans on the next workday.
- f) The packed lift vans shall be securely wrapped with metal bands in front of Embassy customers. Air shipment cartons will be sealed with proper sealing tape in front of Embassy customers.

15. EXPORTATION OF POV/GOV

All vehicles leaving the country must be shipped in containers. Preparation for vehicles being shipped includes: inspection at the requested location (Embassy/Consulate or official residence), completion of inspection forms, drive away services using a tow truck, placing into the container, and bracing with tire blocks to prevent front, back, and side-to-side motion. All pieces of wood should be treated and stamped according to ISPM-15 standards.

Prior to shipping a vehicle, the TSP shall prepare the vehicle according to standard international vehicle shipping standards. Preparation includes:

- a) Battery must be disconnected;
- b) Fuel tank must be no more than ¼ full;
- c) Upon delivery of the vehicle to the port, ignition keys will be stored in the glove compartment; and
- d) Assurance from the shipping company shall be obtained, asserting that the vehicle will be stored in a safe place, preventing water damage.

The TSP is responsible for POV/GOV pick-up and transportation from the Government facilities to the port of embarkation and onto the vessel, including complete services for export preparation, customs clearance, tallying, lighterage and loading the outbound motor vehicle onto the ocean vessel. In situations where the roll-on/roll-off (RO-RO) provision of transporting a vehicle with ¼ tank of fuel (or 250 liters, whichever is less) is not supported, the TSP must apply for the UN's International Maritime Dangerous Goods (IMDG) UN number 3166, class 9, dangerous goods declaration (DGD). Any associated expense should be factored into the TSP's tender bid.

16. IMPORTATION OF POV/GOV

Incoming vehicles must arrive in containers. Import handling and unloading of a POV/GOV at a port of disembarkation shall include customs clearance, pick up of container at bonded warehouse at port, transport to the TSP warehouse, unloading of motor vehicle, and delivery using a tow truck to Government facilities. The empty container must be returned to the pier immediately.

The Tender Administrator shall be contacted for instructions should any imported vehicle be severely damaged or inoperable.

SECTION F: DELIVERY SCHEDULE

1. DELIVERY SCHEDULE TABLE

The following items shall be delivered as per below delivery schedule:

Description	QTY	Delivery Date	Deliver To:
Survey Request	1	Within 24 hours after request	Tender Administrator
Inventory List	4	Within 2 days after completing pack-out	Original- TSP One – Client Two - Tender Administrator
Pre-shipment Survey Report	2	Within 24 hours after survey	Client and Tender Administrator
Changes in Date/Time of Packing	2	2 hours before schedule time/date	Tender Administrator Client
Stock Levels Records	1	Every month throughout TOS period of performance	Tender Administrator
Non-negotiable Warehouse Receipt	1	25 calendar days after pickup storage at the GOV facility	Original - Tender Administrator
Notification of Completion of Services	1	Immediately upon completion of required services	Tender Administrator
Notice of Availability for Shipment	1	Completion of each assigned packing effort	Tender Administrator
Request for Shipping	1	24 hours after Notice of Availability	Tender Administrator
Required Shipping Documentation	1	By date of embarkation	Tender Administrator
Receipt of Effects and Unaccompanied Air Baggage	1	Upon discovery	Tender Administrator
Delivery Receipt	1	Upon completion of delivery and/or unpacking	Tender Administrator
Inventory List of Articles Lost or Damaged in Shipment	2	Immediately without any delay	Tender Administrator
Certificate of Scale Accuracy Updated	1	Every 3 months	Tender Administrator
Weight Certificate	1	Submission with each invoice	Tender Administrator
Certificate of Insurance	1	Within 10 days after TOS award	Tender Administrator
Airway Bill with flight information	1	05 working days after receiving all documents	Tender Administrator
Bill of Lading	1	07 days after sailing date of vessel	Tender Administrator

All documents are to be submitted by email as attached scanned PDF files, unless an original copy is required by the receiver.

SECTION G: BILLING AND PAYMENT

1. SUBMISSION OF INVOICES AND PAYMENT

The TSP shall be paid upon proper completion of authorized services and submission of specified documents required under the TOS. Payment under this TOS will be limited to actual services authorized and performed based on the rates submitted on this tender by the TSP. Billing prior to completion of services is prohibited.

The TSP shall electronically submit invoices within 45 days of service completion to the following email address: MuscatInvoice@state.gov and a duplicate hard copy shall be sent to GSO-Shipping Unit American Embassy, US Embassy Muscat, Oman Shatti Qurum. The TSP will be paid within 30 days of receipt of a complete and proper invoice. Failure to submit a proper invoice within 45 days may result in a delay of payment. No posted invoices will be accepted. The TSP invoice must contain the following information to facilitate payment:

- a) Name and address of the TSP
- b) Date of Invoice
- c) Tender and invoice number
- d) Description of items delivered, or services rendered
- e) Quantities, weight certificate and cubic measurement of items delivered or packed.
- f) Unit price if any and total to be applicable
- g) Shipping and payment terms and such other substantiating documentation of information as required by the Tender.
- h) TSP banking information (including payment currency) where the payment is to be sent.
- i) Vessel details (truck, ship, plane, other), copy of the electronic bill of lading, port of discharge and port of loading
- j) Copy of the electronic transit T1 and CMR (for incoming shipments)
- k) Signed on delivery place CMR (for road services)
- l) Shipment description
- m) Description of the load i.e. FCL, Part FCL or LCL cargo.
- n) ETA of vessel
- o) Embassy GBL reference number
- p) Complete summary of the task with dates/timeline must be attached with each invoice.
- q) No supplemental invoices shall be accepted once the final invoice is submitted.

Invoices submitted for payment are to be supported by vouchers covering all disbursements, clearance certificates and/or reason for changes that may be incurred such as late turn-in of containers of storage at the Sohar port (if not caused by TSP inaction). TSP must submit the invoice soon after the completion of the task. UAB (Air) shipments shall be charged on Gross weight whereas HHE (surface) shipments will be charged on Net weights.

2. PAYMENT OF CHARGES

Payment charges for transportation and services under this TOS will be paid by electronic funds transfer into the TSP's bank account listed on the invoice. TSP shall not bill for services until such services are completed and shipped and/or delivered at destination.

The TSP must maintain copies of the following documents and provide them to the Tender Administrator as supporting documentation upon request:

- a) Accomplished original BOL, AWB, GBL and LOI.
- b) Accomplished original airway bill/bill of lading showing gross weight, dimensions, volume and weight charges per pound, kilo and kilo-rates where applicable and total costs.
- c) All shipping documents from shipping lines, wharfage, bill of entry documents.

- d) Shipment weight tickets and packing lists
- e) Payment shall be processed upon furnishing the actual/original paid receipts from air/shipping lines and port/airport authorities

The USG shall have no obligation to pay the TSP for services performed under this tender and the transportation services provider shall file no claim, demand suit or action at law seeking to recover such charges after 3 (Three) months have elapsed following the date the services are completed, the charges therefor are paid, excess charges are subsequently refunded, or excess charges are deducted from the TSP account, whichever the later.

In consideration of satisfactory performance of all scheduled services required under this tender, the TSP shall be paid upon submission of valid invoices 30 days from date of receipt of the valid invoice. Payment shall be only for services approved by the USG representative for inspection. The TSP must be provided with a funded contracting document confirming that funds are available prior to any shipment being cleared. This will ensure that payments are expedited within the payments terms and conditions contained herein.

Payment for services will be upon presentation of an acceptable invoice. The Government will disallow expenditures for international air and on foreign flag air carriers unless the appropriate certificate or waiver is attached to invoices. The certification used in FAR clause 52.247-63, Preference for U.S.-Flag Air Carriers, satisfies the justification requirement.

SECTION H: INSPECTION AND ACCEPTANCE

1. FACILITIES

Facilities used for the performance of services under this TOS must be approved by the Tender Administrator. 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 other vermin, and in orderly condition at all times.

Each building used for storage under this TOS shall have as the minimum standard for qualification

- a) An acceptable automatic fire detection and reporting system, or an acceptable automatic sprinkler system;
or
- b) 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 firefighting 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.

2. ADDITIONAL FACILITIES

The TSP agrees to furnish the post with full information concerning any additional facilities it acquires, by lease, purchase or otherwise, to allow Government inspection and approval of such additional facilities before TSP use for performance of any service specified under this TOS.

SECTION I: SPECIAL TENDER REQUIREMENTS

1. SECURITY

The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual. The TSP shall provide the names, biographic data and police clearance on all TSP personnel who shall be used on this TOS prior to their utilization. Upon approval of their utilization, the Government shall issue identity cards to TSP personnel, each of whom shall display his/her card(s) on the uniform at all times while on Government property or while on duty at private residences. These identity cards are the property of the Government and the TSP is responsible for their return upon expiration of the TOS, when an employee leaves TSP service, or at the request of the Government.

The TSP's employees shall be subject to U.S. Government approval. The TSP must submit a No Objection letter from ROP for each employee, agent, subcontractor, or worker who will be associated providing services to the residences, offices, warehouses, or other USG locations covered by the TOS. The TSP shall provide all such security clearance information in summary form to the Regional Security Officer (RSO) for approval.

2. STANDARDS OF CONDUCT

- a) General. The TSP shall maintain satisfactory standards of employee competency, conduct, cleanliness, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to employees as required. Each TSP employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, and the United States Government. The Government reserves the right to direct the TSP to remove an employee from the worksite for failure to comply with the standards of conduct. The TSP shall immediately replace such an employee to maintain continuity of services at no additional cost to the Government.
- b) Uniforms and Personal Equipment. The TSP's employees shall wear clean, neat, and complete uniforms when on duty. All employees shall wear uniforms approved by the Tender Administrator. The TSP shall provide for each employee and supervisor, uniforms, and necessary personal equipment, including any required personal protective equipment (PPE). The TSP shall bear the cost of purchasing, cleaning, pressing, and repairing of the uniforms. The TSP shall also bear the cost of supplying any needed PPE.
- c) Neglect of duties shall not be condoned. This includes sleeping while on duty, unreasonable delays, or failure to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.
- d) Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities that interfere with normal and efficient Government operations.
- e) Intoxicants and Narcotics. The TSP shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances which produce similar effects.
- f) Criminal Actions. TSP employees may be subject to criminal actions as allowed by law in certain circumstances. These include but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of Government property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; organizing or participating in gambling in any form; and misuse of weapons.

- g) Key Control. The TSP shall receive, secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, etc., for the purposes of this TOS. Keys shall not be duplicated without Tender Administrator approval. Where it is determined that the TSP or its agents have duplicated a key without permission of the Tender Administrator, the TSP shall remove the individual(s) responsible from performing work under the TOS. If the TSP has lost any such keys, the TSP shall immediately notify the Tender Administrator. In either event, the TSP shall reimburse the Government for the cost of rekeying that portion of the system so compromised.
- h) Personnel Qualifications. The TSP will only use trained personnel who are qualified to perform their assigned duties in packing and handling of personal property. If any personnel appear to be under the influence of alcohol or drugs or use abusive language, they shall promptly be replaced with qualified personnel when requested by the employee or Tender Administrator. Parolees, convicts, prisoners or casual day laborers will not be used in the packing or movement of personal effects.

2. VIOLATIONS/SUSPENSION

The USG reserves the right not to order any services if critical violation notices are issued against any single Packer. Rebuttals will only be authorized after the first notice and prior to the issuance of the second notice. Continuation of the problem may cause the Packers services to be terminated for the tender period. The Packer shall notify the Tender Administrator in writing of the jobs already on the books and shall perform those jobs. No new jobs will be assigned or given until the Tender Administrator determines that the deficiencies or system problems are cured.

Violation of any performance requirements in this TOS may result in the following:

- 1st Violation – 30 day suspension
- 2nd Violation - 60 day suspension
- 3rd Violation - Removal from the Tender of Service for the remainder of the Tender period

3. PERSONNEL HEALTH REQUIREMENTS

All employees shall be in good general health without physical disabilities that would interfere with acceptable performance of their duties. All employees shall be free from communicable diseases.

During the global coronavirus pandemic or any other major health crisis, all employees shall be required to wear masks or face coverings throughout the performance of duties of the TOS. Masks or face coverings shall always cover both the nose and mouth but may be removed briefly for eating and drinking.

4. LAWFUL OPERATION, PERMITS, AND INDEMNIFICATION

- a) Bonds. The Government imposes bonding requirements on this TOS. The TSP 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 TOS, if legally required by the local government or local practice.
- b) Employee Salary Benefits. The Government shall fund and pay only those employee benefits included in the fixed prices or hourly rates incorporated in this TOS. The Government, its agencies, agents, and employees shall not be part of any legal action or obligation regarding these benefits that may subsequently arise. Where local law requires bonuses, specific minimum wage levels, premium pay for holidays, payments for social security, pensions, sick or health benefits, severance payments, child care or any other benefit, the TSP is responsible for payments of such costs and must include all such costs in the fixed prices or hourly rates incorporated in this TOS.

- c) Personal Injury, Property Loss or Damage (Liability). The TSP hereby assumes absolute responsibility and liability for all personal injuries or death and/or property damage or losses suffered due to negligence of the TSP's personnel in the performance of the services required under this TOS. The TSP's assumption of absolute liability is independent of any insurance policies.
- d) Insurance. The TSP, at its own expense, shall provide and maintain during the entire period of performance of this TOS, whatever insurance is legally necessary. The TSP agrees that the Government shall not be responsible for personal injuries or for damages to any property of the TSP, its officers, agents, servants, and employees, or any other person, arising from incident to the TSP's performance of this TOS. The TSP shall hold harmless and indemnify the Government from any and all claims, except in the instance of gross negligence on the part of the Government. As per FIDI standards, the TSP must provide comprehensive insurance of storage goods. In case of fire and theft, they must compensate 100% losses to clients.
- e) Comprehensive General Liability:
 - Worker's Compensation and Employer's Liability
Bodily Injury on or off the site stated in OMR (USD):
 - Per Occurrence OMR 25,000 (US\$ 64,935.00)
 - Cumulative OMR 25,000 (US\$ 64,935.00)
 - Property damage on or off the site in OMR (USD):
 - Per Occurrence OMR 25,000 (US\$ 64,935.00)
 - Cumulative OMR 25,000 (US\$ 64,935.00)
- f) Permits. Without additional cost to the Government, the TSP shall obtain all permits, licenses, and appointments required for the prosecution of work under this TOS. The TSP shall obtain these permits, licenses, and appointments in compliance with applicable host country laws. The TSP shall provide evidence of possession or status of application for such permits, licenses, and appointments to the Tender Administrator with its proposal. Application, justification, fees, and certifications for any licenses required by the host government are entirely the responsibility of the offeror.

5. CERTIFICATE OF INSURANCE

The TSP shall furnish to the Tender Administrator a current certificate of insurance as evidence of the insurance required. In addition, the TSP shall furnish evidence of a commitment by the insurance carrier to notify the Tender Administrator in writing of any material change, expiration or cancellation of any of the insurance policies required not less than thirty (30) days before such change, expiration or cancellation is effective. When coverage is provided by self-insurer, the TSP shall not change or decrease the coverage without the Tender Administrator's approval.

The TSP shall give the Tender Administrator immediate notice in writing of any suit or action filed against the TSP arising out of the performance of this tender. The TSP shall furnish immediately to the Tender Administrator copies of all pertinent papers received by the TSP. Insofar as the following shall not conflict with any policy or tender of insurance and upon request of the Tender Administrator, the TSP shall do any and all things to effect an assignment and subrogation in favor of the USG of all TSPs rights and claims against the USG, arising from or growing out of such asserted claims, and if required by the Tender Administrator shall authorize a representative of the USG to settle and/or defend any such claim and to take charge of any such litigation affecting the TSP.

The TSP shall indemnify and save harmless the USG from and against all losses and all claims, demands, payments, suits and actions, recoveries and judgments of every nature and description brought or recovered against the USG or the TSP by reason of any act or omission of the TSP, its agents, or employees in the execution or protection of the work. The TSP's assumption of liability continues independent of the insurance policies.

6. LIABILITY OF TSP

- a) Notwithstanding any other provision of this tender, TSP hereby agrees to accept liability in accordance with this clause to the USG as subrogee or assignee of the owner of the property for loss, destruction or damage to any article over which the TSP has custody or control under this tender, whenever such loss, destruction, or damage is caused by lack of due care, negligence, failure to adhere to tender requirements, or intentional misconduct by the TSP, its employees, or its sub-packers.
- b) TSP's liability under this clause shall be within the limits of the USG subrogation or rights by assignment, be the full cost of repair, or the full replacement cost as defined in Section I.6.c Liability of TSP, subject to the exception stated therein.
- c) Full replacement cost shall be the cost of a new item which is identical or materially similar to the item that was lost, destroyed or damaged. TSP's maximum liability to the USG as subrogee or assignee for loss, destruction, or damage shall be \$8.50 times the net weight of the shipment or blue book retail value for vehicles.
- d) Claims will be considered by the TSP after receipt of a completed claims package.
- e) Claims by the USG as subrogee or assignee for loss, destruction, or damage of property under this clause will be asserted as affirmative USG claims pursuant to the Contract Disputes Act of 1978, 41.U.S.C. 601 et seq. Disputes between the USG and the TSP shall be resolved as prescribed in the Disputes Clause, FAR 52.233-01. The property owner is not precluded from directly resolving claims with the TSP. The owner has two years to file a claim, and two years is the length of the TSP's liability.
- f) The liability of the TSP imposed by this clause shall not be nullified or limited by any limitation, disclaimer, or release prescribed by the TSP or provided by the owner of the goods. Any such limitation, disclaimer or release shall be null and void with respect to the USG rights under any subrogation or assignment agreement.
- g) The TSP liability under this clause shall not limit the TSP's liability to the owner of the property, except to the extent the owner's interest has been transferred by subrogation or assignment to the USG.

7. NONPAYMENT FOR UNAUTHORIZED WORK

The USG will not pay for any unauthorized supplies or services for any unauthorized changes to the work specified herein if it is not included in the GBL. This includes any services performed by the TSP of his own volition or at the request of an individual other than a duly appointed DOS Tender Administrator(s) as defined in Section A.1 Tender Administration Data. The specifications, terms, and/or conditions of this tender may only be changed or altered by the Tender Administrator as defined in Section A.1 Tender Administration Data.

8. MISSHIPMENT OF FREIGHT

The TSP shall be liable to the USG for ensuring that all shipments are labeled, stenciled, or marked correctly. When a shipment is forwarded to an incorrect address due to incorrect labeling, stenciling, or marking by the TSP, the shipment shall be forwarded to the rightful address by the quickest means of transportation as directed by the Tender Administrator. The TSP shall reimburse the USG for all costs incident to the forwarding of such shipments from the incorrect address to the correct address, including charges for preparation, drayage, and transportation.

9. MISDIRECTION OF FREIGHT

The TSP shall be liable to the USG for the forwarding to the rightful owner any household and personal effects which were packed or stowed by the TSP, inadvertently or otherwise, with effects destined to other than the rightful owner. The forwarding of such effects will be done by the quickest means of transportation as directed by the Tender Administrator. The TSP shall reimburse the USG for all costs applicable to the forwarding of such effects to the rightful owner, including charges for preparation, drayage, and transportation.

10. FUEL SURCHARGE

There are no provisions under this TOS for a fuel surcharge. All rates shall include anticipated fuel costs.

11. SPECIAL CRATING/PACKING MATERIAL/ACCESSORIAL APPROVAL

The TSP must supply the DOS Tender Administrator(s) as defined in Section A.1 Tender Administration Data with a signed copy of the special request/accessorial form for authorizing all services, Exhibit D. The authorization must include a description of the items to be crated, a picture of the item for unusual items, items of unusual length, width, or height, whether the items are being exported or placed in storage, if the crate is required for safe transport, or if the employee requested it and the total cost. Please include the shipper's name, DOS Shipment number along with the logistical specialist's name on all requests. Crate(s) must conform to United States Department of Agriculture, Animal and Plant Health Inspection Service (www.aphis.usda.gov) specifications for the destination designated on the TSP's Authorization. All Wood/plywood container(s) must meet ISPM 15 (USDA/APHIS) requirements, be heat-treated and bear the IPPC stamp on all sides of the container(s).

The TSP must email MuscatShipping@state.gov with a copy of the special request/accessorial request form signed by the TSP's designated approving logistical specialist and the employee prior to the pack out date.

12. USE OF TENDERS BY OTHER GOVERNMENT AGENCIES

This TOS may be used by other U.S. Government Agencies to meet their agency requirements. The use of the TOS is subject to the approval of the DOS Tender Administrator(s) as defined in SECTION A.1 Tender Administration Data and all government agencies must abide by the guidelines set forth herein.

13. GOVERNMENT SAVED HARMLESS

The TSP shall hold the Government, its officers, agents, servants, and employees free from liability of any nature or kind, including, but not limited to, costs or expenses for or on account of any or all suits or claims of any character whatsoever, resulting from injuries or damages sustained by any person or persons or property by virtue of performance under this TOS by the TSP or his agents.

14. ORDERING SERVICES

Services to Be Authorized: Services to be performed for the DOS will be ordered or authorized to the TSP(s) by the issuance of an appropriate written Packers Authorization and/or BOL/WO. Agencies, other than the DOS, which may utilize this Tender, shall issue an appropriate order for such services directly to the TSP(s).

a) Services to Be Authorized

Services to be performed for the Department of State (STATE) will be ordered from the TSP by the issuance of an appropriate U.S. Government Bill of Lading (GBL) and/or WO. Agencies, other than STATE, which may utilize this tender, shall issue an appropriate order for such services directly to the TSP.

b) Placement of Orders

Orders shall be placed as required throughout the term of the tender authorizing the performance of specific services within the categories prescribed in this tender.

c) ITGBL

Requirements filled through an International Government Bill of Lading (ITGBL, "door to door") shipment are excluded from the scope of this tender.

No work is to commence without confirmation by the Tender Administrator (i.e. GBL).

15. ASSIGNMENT OF SHIPMENTS

To achieve the most effective movement of goods and satisfy requirements to make each shipment advantageous to the USG, the U.S. Embassy/U.S. Consulate will assign shipments to packers for services covered under this Tender. The employee or his authorized representative will not select a TSP nor deal directly with any TSP but will coordinate pickup and/or delivery dates with Tender Administrator. Any calls, contacts, inquiries, etc., from the employee or his authorized agent regarding dates, changes to pickups, deliveries, or any other matters relating to shipments handled by Packers under the terms of this Tender must be referred to Tender Administrator for action. No action of any kind is authorized unless it has been requested through Tender Administrator and is approved by the Tender Administrator. Only after the assignment of a TSP has been made by Tender Administrator, will the TSP deal with the employee concerning details of the assigned move.

16. GOVERNMENTS RIGHT OF REMOVAL OF GOODS

The USG, as the depositor of goods placed in a TSP's facility, reserves the right to order goods removed at any time by any means by anyone authorized to do so by the United States Government (USG).

17. LATE SHIPMENTS

When export shipment activities are not discharged within a reasonable timeframe, the TSP shall be liable for the cost difference in moving the HHE shipment via airfreight versus surface from the employee's residence of origin to the employee's post of assignment.

18. MISPLACED SHIPMENTS

The TSP(s) shall be held liable to the USG for the forwarding to the rightful owner any item(s) of household and personal effects which should have been packed with the air freight or household effects shipments but were not included therein and placed in the employee's storage by mistake. The same holds for item(s) included in the air freight or household effects shipment which should have been placed into storage.

The TSP(s) shall reimburse the USG for all costs associated with the preparation and forwarding of these misplaced items to the rightful owner or the storage location, including preparation, drayage, transportation, and receipt and placement into storage.

19. CONTINUATION OF TENDER

Notwithstanding the expressed Tender expiration date, this Tender shall remain in full force and effect until the last items or services ordered hereunder have been delivered and accepted by the USG.

EXHIBIT A: WOODEN CONTAINER SPECIFICATIONS

- a) The containers for shipment of household effects and/or Government owned supplies and equipment must be well constructed of plywood or non-coniferous wood, unless other materials are required to meet destination requirements. The outside dimensions of any container/lift van shall not exceed 119 cm (47 in) in length 220 cm (87 in) in width and 220 cm (87 in) in height. The thickness of the plywood must be at least 3/8 inch thick. Any special requests for unusual size lift vans shall be specifically stated in the written authorization.
- b) All wood/plywood lift vans must meet ISPM 15 USDA APHIS requirements, be heat treated, and bear the IPPC stamp. All lift vans shall be new and a caulking compound shall be used when panels are assembled (not after) to ensure watertight joints.
- c) Wooden containers or lift vans must be well constructed, using framing of a minimum 1" x 3" for walls and roof and 3" x 3" skids for the base. Sheathing used on sides, ends and roof shall be of 1/2" or 3/4" plywood properly joined to prevent entry of moisture and insects. The interior of all containers and/or lift vans must be braced to prevent shifting or movement of the goods packed within.
- d) All containers of lift vans constructed of lumber/plywood shall have the top sheathed with minimum 28-gauge metal sheeting, such sheeting to overlap the sides to a minimum width of 3". The metal sheeting which covers the top of the lift van shall be of single sheet construction, free of any holes or laps whatsoever. Sheeting shall be fastened to the lift vans or containers only, the sides where the overlap shall be nailed with common nails or otherwise securely fastened to the supporting frame members of the containers or lift vans.
- e) All wooden/plywood containers and/or lift vans shall be lined with a suitable waterproof material to prevent penetration of any moisture that might be occasioned by weathering or rough handling while the containers or lift vans are in transit. The interior ceiling of the container or lift vans shall be lined with plastic or polyethylene material, free of laps. Sides and ends of the container or lift van must also be similarly lined in such a manner that laps occur only where the ceiling liner meets the side and end liners. Suitable waterproof material is polyethylene with minimum thickness of .004mm.
- f) Adequate steel banding 3/4" shall be applied tightly and securely to all plywood or wooden lift vans and other outside wooden containers after loading and sealing.

Note: Please note that all solid wood packing material must be either heat treated or fumigated with methyl bromide according to the ISPM-15 and marked with an approved international mark certifying treatment. Heat treatment is preferred. If the fumigation method is chosen, in that case, do not, repeat, do not, fumigate a crate or a container with personal effects inside.

THIS RULE AFFECTS ALL WOOD PACKING MATERIALS IN CONNECTION WITH IMPORTING GOODS INTO THE UNITED STATES AS WELL AS OTHER COUNTRIES.

HOWEVER, THIS RULE DOES NOT AFFECT MANUFACTURED WOOD PRODUCTS SUCH AS PLYWOOD AND MANUFACTURED LUMBER PRODUCTS.

If the above rules are not observed strictly, the U.S. Customs and Border Protection (CPB) will inspect shipments at the U.S. port of entry and may order the immediate return of non-complying shipments to the port of origin. In that case, the contractor shall bear all the cost incurred for non-compliance of the rules.

EXHIBIT B: CONSTRUCTION OF TRI-WALL CONTAINER

Preparation of Unaccompanied Air Baggage (UAB) for Shipment

- a) All articles shall be packed into a tri-wall container of suitable capacity so all useable space is occupied, which will ensure a shipment of the least tare weight and smallest cubic measurement compatible with safe transportation to destination without damage to tri-wall container or contents.
- b) All cartons, boxes, wrapping and cushioning materials, and tri-wall containers used by the TSP in the performance of services under this contract shall be new, clean, dry, and free from any substance injurious to the article to be packed and contain no wooden skids.
- c) All tri-wall containers provided by the TSP for the protection of baggage shall be tri-wall fiberboard boxes of either 5, 10 or 15 cubes (inside measurement) with a minimum 900-pound test burst strength.
- d) The maximum weight of any packed container other than tri-wall shall not exceed 90.72 KG gross weight (200 lbs.) without prior approval of the Tender Administrator.
- e) Adequate steel banding shall be applied tightly and securely for all trunks, footlockers and wooden cases. Only glass filament tape shall be used for banding suitcases or other soft containers.
- f) After wrapping and banding, each piece of baggage must be stenciled according to the instructions received from the Tender Administrator.

EXHIBIT C: LIMITATION OF CRATING (14 FAM Exhibit 611.6)

14 FAM Exhibit 611.6 Special Crating

(CT:LOG-257; 03-29-2019)

Special crating of personal effects is considered for international shipments. Special crating is generally not considered for CONUS to CONUS shipments to include CONUS shipments into storage.

Documented value is an official appraisal with the appraised value listed by item/set, insurance policy insuring item/set for a specific value, or a receipt or proof of purchase.

ITEMS THAT MAY BE APPROVED FOR CRATING:

- (1) High value (see 14 FAM 643.3) artwork, including vases, pictures, paintings, or sculpture that will not fit into standard packing boxes, or is documented by an official appraiser that it requires special handling requirements;
- (2) Glass, marble, and slate tabletops or mirrors that will not fit within a standard storage vault or liftvan;
- (3) Crystal chandeliers;
- (4) Baby grand pianos;
- (5) Pool tables slate tabletops (including CONUS to CONUS and CONUS to storage shipments); and
- (6) Flat screen TVs (greater than 63”).

ITEMS NOT APPROVED FOR CRATING:

- (1) Household furniture, including upholstered or leather sofas and chairs, wall units, paneled room dividers, media centers, china hutches or cabinets without glass fronts/doors;
- (2) Clocks;
- (3) Hat/coat racks;
- (4) Lamps;
- (5) Mattresses;
- (6) Athletic/exercise equipment;
- (7) Bicycles;
- (8) Electronic equipment;
- (9) Ladders or tools;
- (10) Yard maintenance equipment or yard accessories;
- (11) Model ships, airplanes, cars, etc.;

- (12) Fish tanks;
- (13) Playground equipment;
- (14) Toys, including rocking horses and dollhouses;
- (15) Surfboards and paddleboards;
- (16) Taxidermied or stuffed animals;
- (17) Upright/electric piano;
- (18) Musical instruments; and
- (19) Hot tubs

MAY BE APPROVED FOR CRATING

- FINE ARTWORK (TO INCLUDE VASES, PICTURES, PAINTINGS AND SCULPTURES) WITH A DOCUMENTED VALUE OVER \$2100 PER ITEM OR PER SET
- GLASS / MARBLE / SLATE TABLETOPS, MINIMUM SIZE OF 36X36 INCHES WITH A REPLACEMENT VALUE OF \$500 OR GREATER, AND WHICH WILL NOT FIT IN A NORMAL STORAGE VAULT OR LIFTVAN
- CRYSTAL CHANDELIER WITH APPRAISED VALUE OVER \$2100
- BABY GRAND PIANOS

WILL NOT BE APPROVED FOR CRATING

- ANY WOOD FURNITURE, OVERSTUFFED CHAIRS OR SOFAS, WALL DIVIDERS, WALL UNITS, CHINA HUTCHES OR CABINETS.
- TAXIDERMIED OR STUFFED ANIMAL TROPHIES
- ANY ELECTRONIC EQUIPMENT
- ANY PLAYGROUND EQUIPMENT
- ANY ATHLETIC / EXERCISE EQUIPMENT
- UPRIGHT / ELECTRIC PIANO
- SURFBOARDS
- LADDERS, TOOLS OR YARD MAINTENANCE EQUIPMENT
- SHIP / AIRPLANE OR OTHER LARGE MODELS
- MATTRESSES
- FISH TANKS
- BICYCLES
- CLOCKS
- MUSICAL INSTRUMENTS
- ARTWORK WITH APPRAISED VALUE UNDER \$2100 PER ITEM
- HAT/ COAT RACK
- ANY ITEMS GOING INTO STORAGE
- CHANDELIER WITH APPRAISED VALUE UNDER \$2100
- DOLL HOUSE

EXHIBIT D: SPECIAL CRATING REQUEST FORMAT (14 FAM Exhibit 611.6)

14 FAM Exhibit 611.9 Limitations: Special Crating Request Format (CT:LOG-295; 10-26-2020)

_____ requests special crating for the items listed below

Company Name

for _____ This request is being made because

Employee's Name

Pre-move surveyor feels this is necessary to safely transport item.

The employee wishes the items to be specially crated. Employee must also submit a signed and completed DS-4020.

Item	Dimensions	Cube	Cost	Approved/Denied

Authorizing Signatures:

 Signature of Tender Administrator

 Signature SGSO

EXHIBIT E: ACRONYMS USED WITHIN TENDER OF SERVICE

APHIS	Animal and Plant Health Inspection Service
B/L	Bill of Lading
CFR	Code of Federal Regulations
CFT	Cubic Foot (measurement)
CM	Cubic Meters (measurement)
CMR	Document for International Carriage of Goods by Road
CO	Contracting Officer
COR	Container Officer Representative
DGD	Dangerous Goods Declaration
DOD	Department of Defense
DOS	Department of State
ETA	Estimated Time of Arrival
FAM	Foreign Affairs Manual
FCL	Full Container Load
FIATA	International Federation of Freight Forwarders Associations
FICA	Federal Intelligence Centre Act
FIDI	Federation of International Furniture Removers Industry
FT	Foot (measurement)
GBL	Government Bill of Lading
GOV	Government Owned Vehicle
GSO	General Services Office/Officer
HHE	Household Effects
IATA	International Airfreight Transportation Association
IPPC	International Plant Protection Convention
ISPM	International Standard for Phytosanitary Measures
LCL	Less Container Load
MC	Motorcycle
NTE	Not to Exceed
OBL	Original Bill of Lading
OTO	One Time Only
PBO	Packed by Owner
PMA	Professional Movers Association
POV	Personally Owned Vehicle
PPE	Personal Protective Equipment
QASP	Quality Assurance and Surveillance Plan
RFA	Road Freight Association
RO-RO	Roll on, Roll Off
RSO	Regional Security Office

STOS	Standard Tender of Services
TOS	Tender of Service
TSP	Tender Service Provider
UAB	Unaccompanied Air Baggage
US	United States (of America)
USCG	United States Coastal Guards
USD	United States Dollar (Official Currency of USA)
USDA	United States Department of Agriculture
USG	United States Government
WO	Work Order

EXHIBIT F: SHIPMENT COUNT FOR THE PAST YEAR.

These numbers are estimates only and are not guaranteed for this tender cycle

1. OUTBOUND SERVICES	Unit of Measure	Estimated Quantity
a) PACKING SERVICES - UNACCOMPANIED AIR BAGGAGE – TRI-WALL CARTON	100 pounds	500
a) PACKING SERVICES - UNACCOMPANIED AIR BAGGAGE – PLYWOOD BOX	100 pounds	200
b) PACKING SERVICES - HOUSEHOLD EFFECTS.	100 pounds	500
c) PACKING SERVICES – GENERAL EFFECTS	100 pounds	500
2. TRANSPORTATION SERVICES		
a) INLAND MUSCAT TRANSPORTATION – LCL	100 pounds	300
b) INLAND MUSCAT TRANSPORTATION – 20’ CONTAINER	Container	40
c) INLAND MUSCAT TRANSPORTATION – 40’ CONTAINER	Container	30
d) INLAND MUSCAT TRANSPORTATION – VEHICLE	Vehicle	10
e) INLAND SALALAH TRANSPORTATION – LCL	100 pounds	140
f) INLAND SALALAH TRANSPORTATION – 20’ CONTAINER	Container	10
g) INLAND SALALAH TRANSPORTATION – 40’ CONTAINER	Container	8
h) INLAND SALALAH TRANSPORTATION – VEHICLE	Vehicle	3
i) INTERNATIONAL TRANSPORT FROM TSP’S FACILITY TO NEW JERSEY, USA	Vehicle	3

3. CUSTOMS CLEARANCES		
a) EXPORT AIR FREIGHT	Shipments	70
b) EXPORT SEA FREIGHT – 20’ CONTAINER	Shipments	50
c) EXPORT SEA FREIGHT – 40’ CONTAINER	Shipments	40
d) IMPORT AIR FREIGHT	Shipments	50
e) IMPORT SEA FREIGHT – 20’ CONTAINER	Shipments	50
f) IMPORT SEA FREIGHT – 40’ CONTAINER	Shipments	40
4. INBOUND SERVICES		
a) UNPACKING SERVICES -UNACCOMPANIED BAGGAGE.	100 pounds	500
b) UNPACKING SERVICES - HOUSEHOLD EFFECTS.	100 pounds	500
c) VEHICLE	Vehicle	20
d) GENERAL CARGO	100 pounds	100
5. STORAGE SERVICES (PER 30 DAYS)		
a) UNACCOMPANIED BAGGAGE, HOUSEHOLD EFFECTS, AND GENERAL CARGO	100 pounds	300
b) VEHICLES	Vehicle	5
b) 20’ CONTAINER	Container	5
b) 40’ CONTAINER	Container	5

EXHIBIT G: LETTER OF INTENT



**U.S. Embassy Muscat, OMAN
Origin Packing Tender of Service
Tender Number: 21OM001T-001
Trading Partner Agreement & Letter of Intent**

Carrier Agreement

To Abide By the Terms and Conditions Of
**U.S. Embassy Muscat, OMAN
General Service Office- Shipping Section
Jamyat Al-Duwal Al-Arabia ST No 32
Shati Al-Qurum P.O Box 202, P.C. 115, Madiant Qaboos
Sultanate of Oman**

This is to certify that our company accepts the U.S. Embassy's request to participate in the U.S Embassy's TENDER OF SERVICE (TOS) Packing and Transportation Services Program.

I certify that I have read and will comply with all the provisions contained in the U.S. Embassy's TENDER OF SERVICE.

(COMPANY NAME & ADDRESS)

SIGNATURE

TITLE OF AUTHORIZED COMPANY OFFICIAL & DATE

CARRIER CONTACT: _____

NAME: _____

ADDRESS: _____

TELEPHONE NO: _____

EMAIL _____

EXHIBIT H: RATE QUOTE SHEET

	Unit of Measure	Rate per Unit-Local Currency	Estimated Quantity in Pounds)
1. Outbound Services			
a) PACKING UNACCOMPANIED AIR BAGGAGE. Costs are based on gross weight. Minimum of 100 pounds per UAB shipment applies.	Per 100 pounds		
b) PACKING HOUSEHOLD EFFECTS. Costs are based on net weight per pound (lb.) and exclude the weight of liftvans. Minimum 1000 pounds per HHE	Per 100 pounds		
2. Transportation Services			
a) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/Antwerp	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		
b) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/Baltimore	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		

c) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/Seattle	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		
d) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/New York	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		
e) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/Miami	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		
f) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/Frankfurt	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		

g) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/Bangkok	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		
h) Export Sea Freight Shipping – Minimum 1000 pounds -- Sohar/Pretoria	100 pounds		
	20' Container		
	40' Container		
	LCL		
	Vehicle		
i) Export Air Freight Shipping – Muscat/Washington DC	< 220 pounds		
	220-550 pounds		
	> 550 pounds		
j) Export Air Freight Shipping – Muscat/New York	< 220 pounds		
	220-550 pounds		
	> 550 pounds		
k) Export Air Freight Shipping – Muscat/Miami	< 220 pounds		
	220-550 pounds		
	> 550 pounds		
l) Export Air Freight Shipping – Muscat/Seattle	< 220 pounds		
	220-550 pounds		

	> 550 pounds		
m) Export Air Freight Shipping – Muscat/London	< 220 pounds		
	220-550 pounds		
	> 550 pounds		
n) Export Air Freight Shipping – Muscat/Bangkok	< 220 pounds		
	220-550 pounds		
	> 550 pounds		
o) Export Air Freight Shipping – Muscat/Pretoria	< 220 pounds		
	220-550 pounds		
	> 550 pounds		
3. Inbound Services			
a) DELIVERY AND UNPACKING UNACCOMPANIED BAGGAGE. Costs are based on gross weight in pounds. Minimum of 100 pounds	Per 100 pounds		
b) DELIVERY AND UNPACKING HOUSEHOLD EFFECTS. Costs are based on net weight per 100 pounds and excludes weight of liftvans. Minimum 1000 pounds per shipment	Per 100 pounds		
c) VEHICLE receipt and local transport from TSP’s facility to Traffic Police, Embassy or other place requested by Tender Administrator within local area.	Per Vehicle		
d) GENERAL CARGO Receipt from international truck and delivery to the embassy or embassy warehouse. Minimum of 100 pounds per shipment.	Per 100 pounds		

	Unit of Measure	Rate per Unit-Local Currency	Estimated Quantity in Pounds)
4. Monthly Storage			
a) UNACCOMPANIED BAGGAGE, HOUSEHOLD EFFECTS and GENERAL CARGO. Minimum of 100 pounds per shipment.	Per 100 pounds		
b) 20' CONTAINER	Container		
c) 40' CONTAINER	Container		
d) VEHICLES	Per Vehicle		

EXHIBIT I: COMPLIANCE CHECKLIST

This is a compliance checklist of the necessary documents required for approval to participate for the packing and freight tender.

1. A valid copy of licenses and memberships	Yes/No
2. One signed copy of the company's Omani commercial registration and other official documentation pertaining to company registration	Yes/No
3. A signed copy of the Trading Partner Agreement / Letter of Intent	Yes/No
4. Evidence of the transporting company and freight forwarder that they operate a business with a permanent address and telephone number requirement within Oman	Yes/No
5. Warehouse premises (owned or rented) shall be in the Muscat and Salalah metropolitan areas	Yes/No
6. List on three largest clients for the past three years, demonstrating prior experience with relevant past performance records. The list shall include the estimated volume of cargo processed by your firm for this client per year, and client contact information (name, position, phone number, email address)	Yes/No
7. Evidence the offeror has all the licenses and permits required by applicable local law	Yes/No
8. Names of transporting companies assigned for freight assignments.	Yes/No
9. Proof of required insurance	Yes/No
10. Evidence the offeror can provide the equipment, personnel and financial resources needed to perform the work requested	Yes/No
11. A company brochure with a history of the company	Yes/No
12. Last three years' financial statements and auditors' reports	Yes/No
13. One hard copy of the quoted rates sheet for this tender	Yes/No
14. Proof that the Customs Broker is Customs compliant	Yes/No
15. DUNS (Dun & Bradstreet's (D&B) "Data Universal Numbering System") Number http://fedgov.dnb.com/webform	Yes/No
16. Registered with SAM (System for Award Management), https://sam.gov/SAM/	Yes/No