

IDC Presentation to the Canadian Association of Movers

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Chair – Interdepartmental Committee

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Thoughts on Moving



"You don't know what you got...until you move."

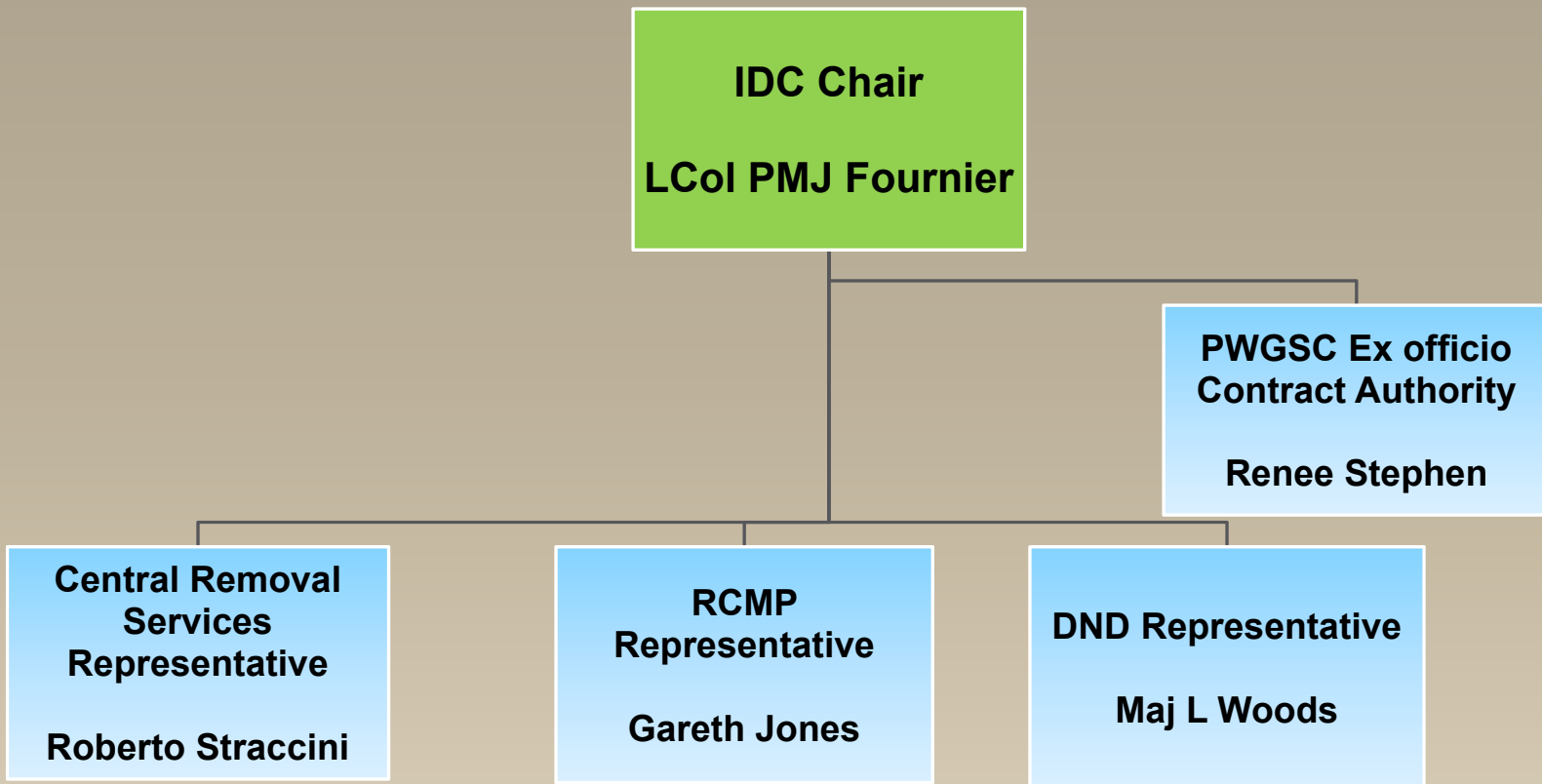
OUTLINE

- Genesis of the Interdepartmental Committee (IDC) for Household Goods and Effects (HG&E) Removal
- Evolutions in Government Contracting
- Impacts of Government trends on Household Goods Removal
- International Household Goods Removal

Genesis – Move Contracting 1/2

- 1963 Glassco Commission Report – centralization/standardization
- 1967 Central Removal Services (CRS) established under Department of Defence Production (DDP)
- 1968 Interdepartmental Committee created
- 1969 DDP renamed Department of Supply & Services to provide common procurement and supply services

Current Interdepartmental Committee



Genesis – Move Contracting 2/2

- Contracts let on a rotational basis based on G-Tariff
- Insurance for HG&E separate from move contract
- 1984 Van Lines authorized to carry motor vehicles with the Furniture & Effects (F&E)
- 1987 Bill C-19, National Transportation Act
- 1992 DND deals with four Van Lines as Prime

Move Contract Evolution – 1/2

- 1997 Modification of bid costs based on percentage above/below a baseline
- 1999 Development of Value Index model for redistribution of business
- 2004 Development of Standard Weight List for inventories
- 2006 Domestic Contract includes PMV moves

Move Contract Evolution 2/2

- 2008 International PMV contract
- 2013 International Contract rebid
- 2014 Domestic Contract rebid
- 2015 Revision of Value Index Questionnaires

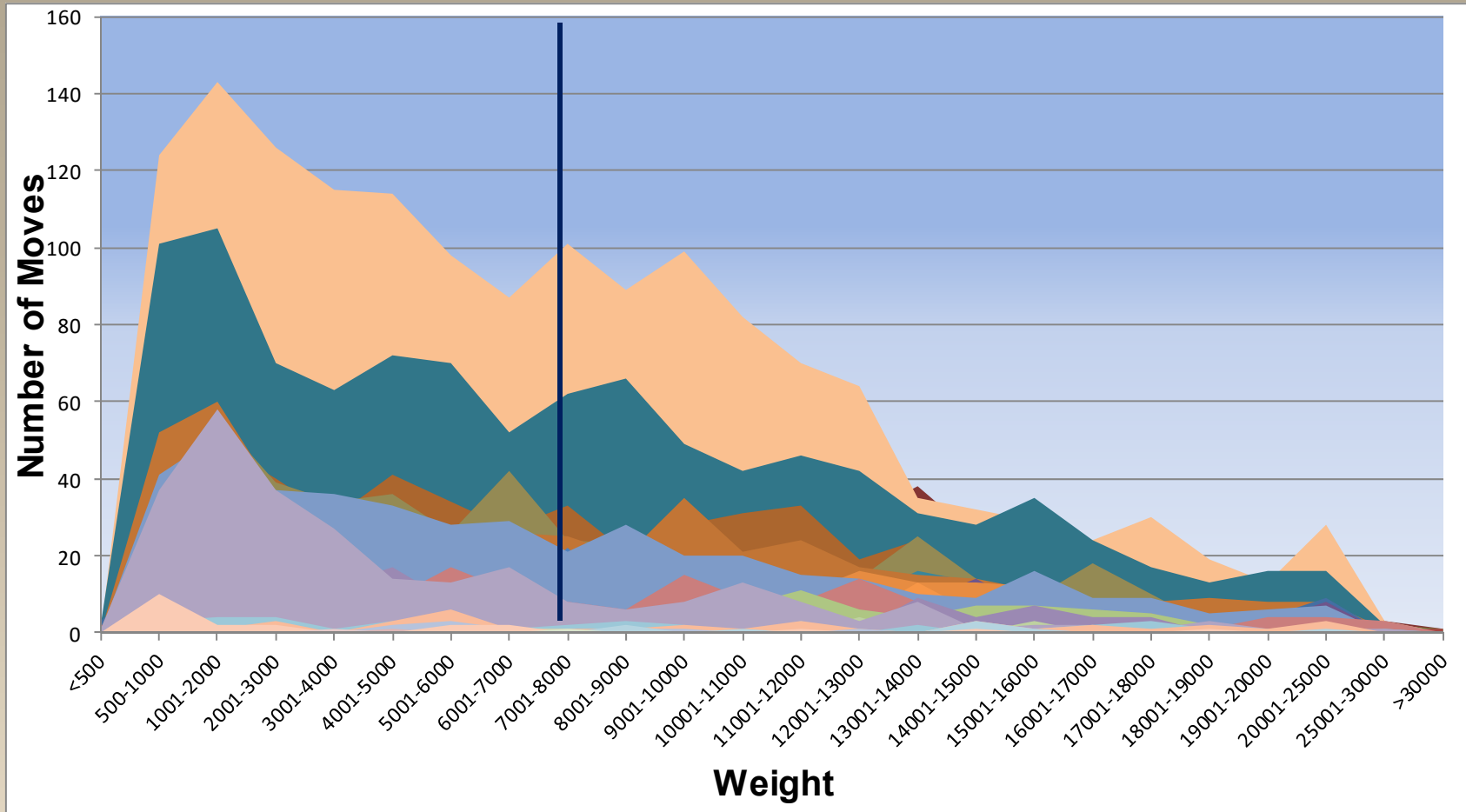
Historical Move Volumes

Out There

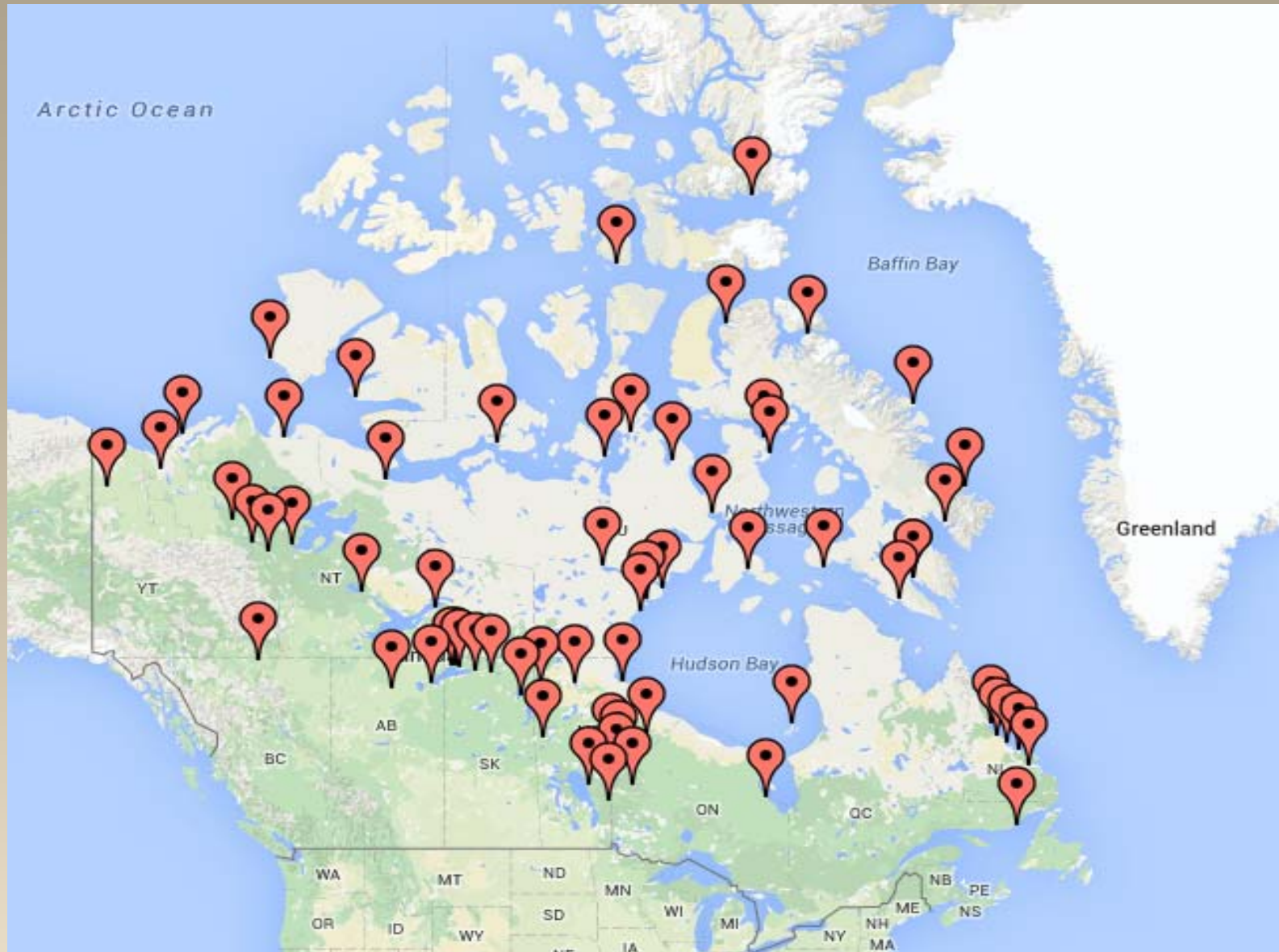


"Now that I see all the rocks together...I'm really worried they won't fit into our new place"

Domestic Moves (Excluding USA)



Third Party Moves (3PSP) - Domestic



International Moves

Personnel relocated to **31%** of the countries in the world!



Moving Topics

- Pre Move Inventory weights
- Scaling Procedures
- Catastrophic Occurrences
- Last minute addition of weight by shipper
- Transit Time extensions
- Appeals on topics covered in contract
- Moving items excluded under contract

Quality Control Inspections (QCI)

- Random inspections at any stage of a move
- Target is **minimum** 10% inspections
- Reweigh of random moves
- Inspection of long term storage lots - sampling

Value Index (VI)

- Contract Compliance Index (CCI)
- Employee Satisfaction Index (ESI)
- Claims Satisfaction Index (CSI)
- $VI = 0.25 * ESI + 0.15 * CSI + 0.60 * CCI$

Summary

- Collaborative Approach
- Transparency
- Innovation
- Responsive to Government of Canada needs
- Holistic