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Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Industrial Vehicles & Machinery Products Division
11 Laurier St./11, rue Laurier
7B1, Place du Portage, Phase III
Gatineau
Québec
K1A 0S5

Title - Sujet TRUCK,LIFT,FORK	
Solicitation No. - N° de l'invitation W8476-165395/A	Amendment No. - N° modif. 006
Client Reference No. - N° de référence du client W8476-165395	Date 2015-12-15
GETS Reference No. - N° de référence de SEAG PW-\$\$HS-610-68149	
File No. - N° de dossier hs610.W8476-165395	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-12-22	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Reynolds, Kevin	Buyer Id - Id de l'acheteur hs610
Telephone No. - N° de téléphone (819) 956-3996 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

This amendment is raised to revise RFP closing date to 22/12/15, questions and answers and revised Purchase Description.

Bidder`s Questions and TA`s Answers

Ref: W 8476-165395

Question:

There is one remaining item that is of concern specifically for safety. Specifically Unit D = 5000lb capacity Truck.

Height from the seat point index to the underside of the overhead guard shall be no less than 890 mm (35 inches) in accordance with the recommendation in ANSI B56.1 when measured in accordance with ISO 5353. Lowered Height of 83"

Regarding Unit D - The lowered overhead guard (of 83") in conjunction with a Full suspension Seat is not recommended by the OEM as the SPI would be below the ANSI B56.1 recommendation. Our OEM suggests going with a 86.5" lowered height (with full suspension Seat) or 84.4" Lowered height (with non-suspension seat). These overhead guards would be factory standard, fully compliant with ANSI B56.1 and would shorten overall lead times. Would either of these recommendations be accepted for this unit?

Answer:

An overall vehicle height of 2,146 mm (84.5 inches) for Configuration "D" will be acceptable for this application with no suspension seat.

Section 1.4 - Requirements Summary Table of the Purchase Description (PD) will be amended to reflect this.



NOTICE

This documentation has been reviewed by the technical authority and does not contain controlled goods.

AVIS

Cette documentation a été révisée par l'autorité technique et ne contient pas de marchandises contrôlées.

The Canadian Forces Material Handling Equipment

Purchase Description (PD) for the Electric Type Sit Down Rider Counterbalance Forklift

14 December 2015

OPI: DSVPM 4

National Defence Headquarters

Major General George R. Pearkes Building

Ottawa, Ontario

K1A 0K2

Issued on Authority of the Chief of the Defence Staff

Publiée avec l'autorisation du Chef d'état-major de la Défense

Canada

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1. SCOPE

- 1.1 Scope - This Purchase Description covers the requirements for electric motor driven, 3 or 4 wheel, counterbalance, sit-down rider forklift trucks.
- 1.2 Instructions - The following instructions apply to this Purchase Description:
- 1.2.1 Requirements, which are identified by the word "**shall**", are mandatory. Deviations will not be permitted;
- 1.2.2 Requirements identified by "**shall**^(E)" are mandatory. The **Technical Authority** will consider substitutes/alternatives for acceptance as an **Equivalent**;
- 1.2.3 Requirements identified with a "will" define actions to be performed by Canada and require no action/obligation on the Contractor's part;
- 1.2.4 Where "**shall**", "**shall**^(E)", or "will" are not used, the information provided is for guidance only;
- 1.2.5 In this document "provided" shall mean "provided and installed";
- 1.2.6 Where a standard is specified and the Contractor has offered an **Equivalent**, that **Equivalent** standard shall be supplied by the Contractor, upon request;
- 1.2.7 Where technical certification is referred to in this Purchase Description, a copy of the certification or an acceptable proof of compliance shall be provided for the equipment when requested by the **Technical Authority** up until the date of the expiration of the warranty period;
- 1.2.8 While the SI system is used as the primary system of measurement to define requirements in this Purchase Description, both the SI system and the Standard system of measurements are usually indicated. Conversions from one system of measurement to the other may not be exact; and
- 1.2.9 Dimensions stated as nominal shall be treated as approximate dimensions. Nominal dimensions reflect a method by which materials or products are generally identified for sale commercially, but which differ from the actual dimensions.
- 1.3 Definitions - The following definitions apply to the interpretation of this Purchase Description:
- 1.3.1 "Technical Authority" - The government official responsible for technical content of this requirement; and
- 1.3.2 "Equivalent" - A standard, means, or component type, which has been accepted by the **Technical Authority** as meeting the specified requirements for form, fit, function and performance.

- 1.4 **Requirements Summary Table** - Vehicles covered by this Purchase Description are represented as Configurations. The following table shows required performance and dimensions by Configuration:

CHARACTERISTIC	CLAUSE	UNITS	CONFIGURATION			
			A	B	C	D
EE SAFETY RATING	3.3.4					✓
NUMBER OF WHEELS	3.4.1(a)		3	3	4	4
LIFT CAPACITY	3.4.2(a)	kg	1,814	1,814	1,814	2,268
		lbs	4,000	4,000	4,000	5,000
LIFT HEIGHT	3.4.2(d)	mm	3,912	4,699	5,334	4,699
		inches	154	185	210	185
VEHICLE HEIGHT	3.4.2(e)	mm	1,994	2,235	2,489	2,146
		inches	78.5	88	98	84.5
SIDE SHIFT	3.5(d)-iii	mm	50	50	50	50
		inches	2	2	2	2
SUSPENSION SEAT	3.6(e)			✓	✓	
LUG THREAD TIRES	3.12(d)		✓			✓
PNEUMATIC TIRES	3.12(e)			✓	✓	
BATTERY CAPACITY	3.15(b)	kWh	24	29.5	29.5	29.5
FAMILIARIZATION	4.2(a)		✓		✓	✓
TROUBLE SHOOTING	4.2(b)		✓		✓	✓

2. APPLICABLE DOCUMENTS

2.1 Government Furnished Documents - NOT APPLICABLE

2.2 Other Publications - The following documents form part of this Purchase Description. Websites for the organization are given when available. Unless otherwise specified, the issue or amendment of documents effective for this Purchase Description shall be those in effect on the date of manufacture. Sources are as shown:

2.2.1 CAN/CSA Standards

CAN/CSA B335 Safety Standards for Lift Trucks
Canadian Standards Association (CSA)
5060 Spectrum Way, Mississauga, Ontario, L4W 5N6
<http://www.csa.ca/Default.asp?language=English>

2.2.2 UL Standards

UL 583 Standards for Safety, Electric Battery Powered
 Industrial Trucks
Underwriters' Laboratories of Canada
7 Crouse Road, Scarborough, Ontario, M1R 3A9
<http://www.ulc.ca/>

2.2.3 Hazardous Products Act

Government of Canada / Department of Justice
<http://laws-lois.justice.gc.ca/eng/acts/H-3/>

2.2.4 ANSI B56.1

Safety Standards for Low Lift and High Lift Trucks
American National Standards Institute
1899 L Street, NW, 11th Floor, Washington, DC, 20036
<http://www.ansi.org/>

2.2.5 ISO 5353

Earth-moving machinery, and tractors and machinery for
agriculture and forestry - Seat index point
International Organisation for Standardisation
ISO Central Secrétariat
1, ch. de la Voie-Creuse, CP 56
CH 1211 Geneva 20, Switzerland
<http://www.iso.org/iso/home.htm>

2.2.6 Yearbook

Tire and Rim Association Inc.,
175 Montrose West Avenue, Suite 150,
Copley, Ohio, 44321
<http://www.us-tra.org/index.html>

2.2.7 SAE Standards

SAE World Headquarters
400 Commonwealth Dr, Warrendale, PA, 15096-0001
<http://www.sae.org>

3. REQUIREMENTS

3.1 Standard Design

- 3.1.1 The vehicle **shall** be the latest model from a manufacturer who has demonstrated acceptability by manufacturing and selling this type and size class of vehicle for no less than one (1) year;
- 3.1.2 The vehicle **shall** have engineering certification available, upon demand, for this application from the original equipment manufacturers (OEM) of major equipment systems and assemblies;
- 3.1.3 The vehicle **shall** conform to all applicable laws, regulations and industrial standards governing manufacture, safety, noise levels and emissions in effect in Canada at the time of manufacture;
- 3.1.4 The vehicle **shall** have systems and components not operating at greater than their ratings published by the systems or components manufacturers; and
- 3.1.5 The vehicle **shall** include all components, equipment and accessories normally supplied for the model offered, although they may not be specifically described in this Purchase Description.

3.2 Operating Conditions

- 3.2.1 Weather - The vehicle **shall** start and operate under weather conditions found in Canada in temperatures ranging from 0 to 40° C (32 to 104° F).
- 3.2.2 Terrain - The vehicle **shall** be capable of being operated on use-roughened concrete floors while being used for stacking, un-stacking and moving general supplies in warehouses.

3.3 Safety Standards

- 3.3.1 Vehicle Safety - All vehicle design, construction and safety aspects **shall** be in accordance with CSA B335 or an **Equivalent**.

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- 3.3.2 **Hazardous Materials** - The Contractor **shall** minimize or eliminate the use of hazardous materials, ozone depleting substances, polychlorinated biphenyls, asbestos and heavy metals (as described in the Hazardous Products Act of Canada) used in the manufacture and assembly of the product supplied.
- 3.3.3 **"E" Safety Rating** - The vehicle **shall** be manufactured to meet the requirements of an "E" safety rating in accordance with Standard UL 583, or an **Equivalent**.
- 3.3.4 **"EE" Safety Rating**
- (a) When requested in the Requirements Summary Table (paragraph 1.4), the vehicle **shall** be manufactured to meet the requirements of an "EE" safety rating in accordance with Standard UL 583, or an **Equivalent**, in lieu of the "E" safety rating (paragraph 3.3.3); and
 - (b) A certification label confirming the vehicle meets the "EE" safety rating **shall** be permanently affixed to the vehicle before delivery.
- 3.4 **Vehicle** - The vehicle **shall** be a battery-powered sit down rider type forklift.
- 3.4.1 **Vehicle Configuration**
- (a) The vehicle **shall** have the number of wheels given as "NUMBER OF WHEELS" in the Requirement Summary Table (paragraph 1.4); and
 - (b) 3-wheel vehicles **shall** have a single steer wheel or a pair of wheels which are pivoted together.
- 3.4.2 **Performance**
- (a) The vehicle, using a mast with 4695 mm (185 inch) lift without mast accessories, **shall** have a load capacity of no less than that given as "LIFT CAPACITY" in the Requirements Summary Table (paragraph 1.4) at the load centre of 609 mm (24 inches);
 - (b) The load capacity, using a mast with 4695 mm (185 inch) lift without mast accessories, **shall** not de-rate to below specified load capacity before a load lift height of 3,810 mm (150 inches);
 - (c) The vehicle **shall** have a lift height of no less than that given as "LIFT HEIGHT" in the Requirements Summary Table (paragraph 1.4), measured from the floor to the top of the forks with the mast in an extended vertical position; and
 - (d) The vehicle, with the mast in the vertical position, **shall** pass under a horizontal beam with a height above ground level of that given as "VEHICLE HEIGHT" in the Requirements Summary Table (paragraph 1.4).
-

3.5 Attachments and Accessories

(a) Mast

- i The vehicle **shall** be provided with a see-through telescopic mast;
- ii When the operator is seated, no less than the tip of one fork **shall** be visible at all lift heights;
- iii The mast **shall** have full free lift; and
- (iv) The vehicle **shall** be provided with a power mechanism that tilts the mast fore and aft of vertical.

(b) Forks

- i The vehicle **shall** be provided with manufacturer's forks having a nominal length of either 1,016 mm (40 inches) or 1,066 mm (42 inches);
- ii Forks with nominal lengths of 914 (36 inches) or 1,219 mm (48 inches) **shall** be provided, upon request; and
- iii The vehicle **shall** be provided with manufacturer's forks having taper ends on the underside of the forks.

(c) Backrest

- i The vehicle **shall** be provided with the manufacturer's load backrest;
- ii The upper part of the load backrest **shall** be removable; and
- iii It is preferred that the backrest has a nominal height of 1,219 mm (48 inches).

(d) Integrated Fork Positioning Side Shifter

- i The vehicle **shall** be provided with a fork-positioning side shifter;
- ii The fork-positioning attachment **shall** increase/decrease the spacing between the unloaded forks; and
- iii The side shifter **shall** be capable of side shifting fully loaded forks simultaneously to either side by that given as "SIDE SHIFT" in the Requirements Summary Table (paragraph 1.4).

(e) Fire Extinguisher

- i A fire extinguisher for electric vehicles, weighing no less than 1 kg (2.2 lb), **shall** be provided;
- ii The fire extinguisher **shall** be installed to be readily accessible to the operator; and
- iii The fire extinguisher **shall** not interfere with operation of the vehicle or the operator's view.

3.6 Operator Station

(a) Overhead Guard

- i The vehicle **shall** be provided with a driver's overhead guard with wire mesh or **Equivalent** mounted to protect operator; and
- ii The height from the seat point index to the underside of the overhead guard **shall** be no less than 890 mm (35 inches) in accordance with the recommendation in ANSI B56.1 when measured in accordance with ISO 5353.

(b) Seat - The vehicle **shall** be provided with a padded operator's seat and backrest, provided with seat belts;

(c) Mirrors - The vehicle **shall** be provided with rear view mirrors providing a full view for safe reverse operations; and

(d) Suspension Seat

- i When specified in the Requirements Summary Table (paragraph 1.4), the vehicle **shall** be provided with a padded full suspension seat and backrest;
- ii It is preferred that the seat be cloth covered;
- iii The suspension seat **shall** be provided with seat belts conforming, as a minimum, to SAE J386; and
- iv The suspension seat **shall** be provided with fore/aft and vertically adjustment without the operator having to move from a seated position.

3.7 Chassis - The vehicle's chassis **shall** be a chassis for a vehicle of this type and size.

3.8 Motors - The vehicle **shall** be provided with an electric motor for a vehicle of this type and size.

3.9 Transmission - The vehicle **shall** be provided with manufacturer's drive system for a vehicle of this type and size.

3.10 Brake System - The braking system **shall** conform to CSA B335, or an **Equivalent**.

3.11 Steering - The vehicle **shall** be provided with the manufacturer's steering system for a vehicle of this type and size.

3.12 Tires

- (a) The vehicle **shall** be provided with manufacturer's smooth face press-on tires;

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- (b) Wheels and tires **shall** be selected from sizes, load, and speed ratings listed in the Year Book of the Tire and Rim Association;
 - (c) The tread material **shall** be optimized for use on an electric forklift;
 - (d) When specified in the Requirement Summary Table (paragraph 1.4), the vehicle **shall** be provided with lug tread tires, in lieu of the standard tires (paragraph 3.12(a)); and
 - (e) When specified in the Requirement Summary Table (paragraph 1.4), the vehicle **shall** be provided with pneumatic tires, in lieu of the standard tires (paragraph 3.12(a));
- 3.13 **Controls** - The vehicle **shall** be provided with controls readily accessible to the operator including an infinitely variable speed controller with convenient right foot operation.
- 3.14 **Instruments**
- (a) The vehicle **shall** be provided with manufacturer's instruments; and
 - (b) The instruments **shall** be provided with a hour-meter with numerical read-out which records accumulated running time up to 9,999 hours and a battery state-of-charge indicator with lift interrupt.
- 3.14.1 **Weigh Scale**
- (a) The vehicle **shall** be provided with a weigh scale with 2 percent accuracy at forklift capacity; and
 - (b) The weigh scale **shall** be provided with a digital readout with zeroing capability.
- 3.15 **Electrical System**
- (a) The vehicle **shall** be provided with no less than 24 volts batteries;
 - (b) Batteries **shall** have a capacity of no less than "**BATTERY CAPACITY**" as given in the Requirements Summary Table (paragraph 1.4);
 - (c) The vehicle **shall** be provided with a backup alarm to alert personnel that the vehicle is in back-up mode.
 - (d) The vehicle **shall** be provided with a battery charger for a 600V, three phase, 60 Hz power source;
 - (e) The vehicle **shall** be provided with a battery charger for a 220V/three phase or 220V/single phase, 60 Hz power source in lieu of charger specified in 3.15(d), upon request;
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- (f) The vehicle **shall** be supplied with a hose for refilling the water reservoir for the battery watering system;
 - (g) The hose with quick connect attachment **shall** be suitable for use with the watering system provided for the batteries as specified in paragraph 3.15 (a); and
 - (h) The vehicle **shall** be provided with battery compartment rollers to allow the rapid changing of the batteries.

3.16 Lighting

- (a) The vehicle **shall** be provided with the manufacturer's lighting package;
- (b) Work Lights
 - i The vehicle **shall** be provided with two adjustable forward facing LED lamps and one adjustable rear-facing LED lamp; and
 - ii The work lights **shall** provide sufficient illumination for safe forward and reverse operations of vehicle.
- (c) Flashing Beacon
 - i The vehicle **shall** be provided with a red flashing beacon light mounted on the rear of the vehicle; and
 - ii The beacon **shall** be activated when the vehicle travels in reverse.

3.17 Hydraulic System

- (a) The hydraulic system **shall** be provided with all components required for the operation of the hydraulic equipment specified, including pump, reservoir, filters and control valves; and
- (b) The hydraulic reservoir **shall** be provided with a visual oil level indication.

3.18 Lubricants and Hydraulic Fluids

- (a) The vehicle **shall** operate using synthetic non-proprietary lubricants and hydraulic fluids; and
- (b) Grease fittings **shall** conform to SAE J534 or an **Equivalent**.

3.19 Paint - The vehicle **shall** be painted using the manufacturer's commercial painting system and in the manufacturer's commercial colours.

3.20 Identification - The manufacturer's name, model and vehicle serial number **shall** be permanently marked in a conspicuous and protected location.

3.21 Vehicle Delivery Condition

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- (a) The vehicle **shall** be delivered to destination in a fully operational condition (serviced and adjusted) and both the interior and exterior **shall** be cleaned;
 - (b) If the vehicle requires assembly at destination, the Contractor **shall** be responsible for all manpower and equipment to perform assembly;
 - (c) The space for assembly at destination will be provided, if required;
 - (d) For shipment verification, items such as wheel wrenches, jacks, and all other tools, equipment and accessories, which are shipped loose, **shall** be listed on the shipping certificate or to an attached packing note; and
 - (e) Lubricant viscosity provided **shall** be suitable for the destination and the season of delivery.

4. Integrated Logistic Support Items

4.1 Documentation and Integrated Logistic Support Items

4.1.1 Items Supplied with Each Vehicle

(a) Operator's Manuals

- i An operator's manual for the safe vehicle operation including all supplied attachments **shall** be supplied;
- ii The operator's manual **shall** be supplied in a bilingual format or as two (2) manuals (one (1) English, and one (1) French) in a single binder;
- iii In addition to the paper copy of the operator's manual, a digital copy on a CD, DVD **shall** be supplied;
- iv The CD or DVD **shall** be permanently and legibly labeled with the list of contents; and
- v The digital copy **shall** not require a password or an Internet connection to be functional.

(b) Maintenance (Shop Repair) Manuals

- i Electronic (preferably in PDF or MS Word format) maintenance manuals in bilingual format, required for maintenance and repair of the vehicle, **shall** be provided;
- ii The electronic format **shall** not require a password or an Internet connection to be functional; and
- iii The electronic maintenance manuals **shall** include a parts manual.

(c) Warranty Letter

- i A paper copy of the completed bilingual warranty letter in the approved format with each vehicle shipped **shall** be supplied;
- ii The **Technical Authority** will supply a template of an approved warranty letter to the Contractor, upon request;
- iii The Contractor **shall** supply a complete description of the warranty in the warranty letter with the requested warranty terms and any system or sub system warranty that exceeds the minimum requested in the contractual documents;
- iv The warranty letter **shall** include the name and contact information of the closest designated warranty provider and other designated warranty providers across Canada; and

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- v Designated warranty providers **shall** honour the warranty letter.

(d) **Initial Parts Kit**

- i One (1) initial parts kit **shall** be provided; and
- ii The initial parts kit **shall** include a complete set of parts, including filters and filter elements, for the first year of scheduled maintenance, from the Original Equipment Manufacturer (OEM).

(e) **Material Safety Data Sheets**

- i A set of material safety data sheets **shall** be supplied; and
- ii The material safety data sheets **shall** be the same as those supplied to the **Technical Authority** as per paragraph 4.1.2 (e).

4.1.2 **Documents Supplied to the Technical Authority**

(a) **Data Summary**

- i A bilingual data summary **shall** be supplied for each configuration with data and a vehicle picture;
- ii The **Technical Authority** will supply a template of an approved data summary to the Contractor;
- iii The Contractor **shall** supply the information requested for all accessories and features for the equipment Configuration;
- iv The Contractor **shall** submit a digital copy (MS Word) of the completed data summary to the **Technical Authority** for approval; and
- v Data summary approval or comments will be supplied within 30 working days of receipt.

(b) **Manuals for Approval**

- i A set of manuals for each configuration, in digital format, including the operator, parts and maintenance (shop repair) manuals **shall** be supplied. Manuals may cover more than one configuration;
- ii Manuals **shall** conform with the requirements of C-01-100-100/AG-005 (Acceptance of Commercial and Foreign Government Publications as Adopted Publications). The **Technical Authority** will supply C-01-100-100/AG-005 to the Contractor, upon request;
- iii The set of manuals **shall** include manuals for all the specified accessories and features for the configuration. Accessory manuals may be included as supplements to the vehicle manuals;

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- iv Manuals will not be returned; and
 - v Manual approval or comments will be supplied within 30 working days of receipt.
- (c) **Photographs and Line Drawings**
- i Two (2) digital colour photographs, one (1) left-front three-quarter view, and one (1) right-rear three-quarter view of each configuration **shall** be supplied;
 - ii One (1) digital colour photograph of each attachment taken at the three-quarter view that best illustrates the attachment **shall** be supplied;
 - iii One (1) front-view and one (1) side-view line drawing showing dimensions of the vehicle **shall** be supplied. Brochure line drawings are acceptable;
 - iv Photographs **shall** have a plain uncluttered background;
 - v Photographs **shall** be in a JPEG (Joint Photographic Experts Group) format; and
 - vi Photographs **shall** have a resolution of no less than ten (10) Mega pixels.
- (d) **Initial Parts Kit List** - A list of the parts included in the initial parts kit specified in paragraph 4.1.4(a) for each configuration **shall** be supplied;
- (e) **Material Safety Data Sheets**
- i The Contractor **shall** supply a list of all hazardous materials used on the vehicle;
 - ii If there are no hazardous materials used, this **shall** be stated on the list; and
 - iii The Contractor **shall** supply material safety data sheets of all hazardous materials on the list.
- (f) **Training Plan(s)** - The Contractor **shall** supply a training plan for approval, for each of the training requirements listed in paragraph 4.2.
- 4.1.3 **Distribution of copies of Warranty Letter** - For vehicles shipped to DND, a bilingual copy of the warranty letter, in electronic format, **shall** be supplied to the **Technical Authority**.
- 4.2 **Training** - The training listed in the following paragraphs **shall** be supplied with the vehicle, upon request, as specified in the Requirements Summary Table (paragraph 1.4).
- (a) **Training - Familiarization**
- i The Contractor **shall** supply a familiarization course;
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- ii The instructor **shall** be an OEM Factory Certified Training Provider;
 - iii The familiarization course **shall** include operation and maintenance segments demonstrating all safety measures required for safe vehicle use, instructions on the use of all features and accessories provided and maintenance;
 - iv The instructor **shall** supply responses to questions;
 - v The familiarization course **shall** include 1-day (8 hours) of training;
 - vi The familiarization course **shall** accommodate up to eight (8) personnel;
 - vii The familiarization course **shall** be provided at the delivery destination;
 - viii The familiarization course **shall** be in the official language requested;
 - ix The date for the familiarization course **shall** be arranged with the **Technical Authority**;
 - x After completion of the familiarization course, the Contractor **shall** have the "PROOF OF FAMILIARIZATION" certificate signed by the senior course attendee; and
 - xi The **Technical Authority** will supply the "PROOF OF FAMILIARIZATION" document template in a digital format.

(b) **Training - Troubleshooting**

- i The Contractor **shall** supply a troubleshooting course;
- ii The instructor **shall** be an OEM Factory Certified Training Provider;
- iii The troubleshooting course **shall** include detailed testing, troubleshooting, problem analysis and adjustments training;
- iv The troubleshooting course **shall** have a minimum duration of eight (8) hours;
- v The troubleshooting course **shall** accommodate up to eight (8) persons;
- vi The troubleshooting course **shall** be supplied at the delivery destination;
- vii The troubleshooting course **shall** be in the official language requested;
- viii The date for the troubleshooting course **shall** be arranged with the **Technical Authority**;

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- ix After completion of the troubleshooting course, the Contractor *shall* have the "**PROOF OF FAULT DETECTION TRAINING**" certificate signed by the senior course attendee; and
 - x The *Technical Authority* will supply the "**PROOF OF FAULT DETECTION TRAINING**" document template in a digital format.