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Title - Sujet Light Utility Vehicle (LUV)	
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File No. - N° de dossier 326bl.W8476-206313	CCC No./N° CCC - FMS No./N° VME
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Request for Information Regarding
A Procurement process for a Light Utility Vehicle (LUV) fleet
For
The Department of National Defence (DND)

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Request for Information related to A procurement process for a Light Utility Vehicle (LUV) fleet For The Department of National Defence (DND)

A.1. Consultation Process

For a successful replacement of the existing aged MilCOTS Silverado fleet and G-Wagon fleet, industry will be engaged in a consultative process as the first step in this procurement process. The consultation process includes a Request for Information (RFI) stage that might be followed by an industry day and one-on-one meetings, as required.

Industry is invited to provide comments and recommendations to the PSPC Contracting Authority on the annexes attached to the RFI document.

All Industry consultations will be documented and any resulting information should be subject to Canada's Access to Information Act. Any information that industry participants would like to be treated as confidential, and therefore subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21)", should be marked as proprietary or commercial-in-confidence. (<http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html>).

A.2. Purpose of this Request for Information (RFI)

Purpose

The procurement process is currently in the requirement definition phase. The information gathered from industry in response to this RFI will assist in the definition of the procurement strategy and the development of a bid solicitation.

Industry is invited to provide comments and recommendations to the PSPC Contracting Authority. Also, in order to facilitate the engagement process, Industry is encouraged to answer the list of Questions to Industry, in Annex C, and provide written comments and recommendations on any additional topics Industry may wish to discuss at any subsequent individual meeting.

Industry should note that the Draft Requirement Definition, at Annex A, is an initial document intended to prompt dialogue and reflection. The purpose of making it available at this stage is to provide Industry and other interested parties with general information on DND's needs and invite them to communicate to Canada their concerns, recommendations and solutions.

A.3. Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this

RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI, that supplier will not be precluded from participating in any future procurement. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

A.4. Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied or improved technically. Respondents should explain any assumptions they make in their responses and clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration. However, Canada retains the right to accept or reject any or all suggestions.

Also, respondents must note that aspects of their response may be used as a basis for future documents should the procurement process continue.

A.5. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

A.6. Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify the procurement strategy or any draft document contained in this RFI or under development in support of this procurement. Canada will review all responses received by the RFI closing date. Canada may, at its discretion, review responses received after the RFI closing date.
- (b) **Review Team:** A review team composed of Canada's representatives will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses. Any independent consultants used for this purpose will be required to sign a non-disclosure agreement. In addition, any independent consultants used for this purpose will be barred from participating in any bidding team under the non-compete clause in any procurement process that may result from the LUV project.
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or Commercial-in-Confidence. Canada will manage the responses in accordance with the Access to Information Act.
- (d) **Fairness Monitoring of the Engagement Process:** An overriding principle of the industry engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization will receive, nor be perceived to have received, any unusual or unfair advantage over the others. Therefore, an independent third-party fairness monitor will observe the engagement activities with a view to provide impartial opinions on the fairness of monitored activities.
- (e) **Follow-on Activity:** Canada may, at its discretion, set up subsequent consultation mechanisms, including one-on-one meetings with each respondent, and/or contact any respondent to follow up with additional questions, or for clarification of any aspect of a response.

A.7. Contents of this RFI

The RFI includes the following annexes:

- (a) Annex A – Draft Requirement Definition
 - Appendices:
 - Appendix A1: Glossary of Terms and Definitions
 - Appendix A3: Military Police (MP) Lighting and Marking Requirements
 - Appendix A4: Cable Layer Requirements
- (b) Annex B – Application of the Industrial and Technological Benefits (ITB) Policy
- (c) Annex C - Questions to Industry
- (d) Annex D - Industry Engagement Follow-on Activities

The draft definition of the requirement remains a work in progress. Respondents should expect that changes will be made including the addition of new elements, deletion of certain existing elements, and other revisions. Comments regarding any aspect of the draft document are welcome.

A.8. Questions to Industry

- (a) Respondents are requested to provide comments and recommendations for consideration in the definition of the requirement and the procurement strategy.
- (b) Respondents are requested to provide answers to the Questions in Annex C in the order that they appear and maintain the same lettering sequence.
- (c) Respondents may also include any other additional information, documentation and brochures at their own discretion.

A.9. Format and Submission of Responses

- (a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - (i) the title of the respondent's response and the volume number;
 - (ii) the name and address of the respondent;
 - (iii) the name, address and telephone number of the respondent's contact;
 - (iv) the date; and
 - (v) the RFI number.
- (c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- (d) **Submission of Response:** Canada requests that responses be emailed to the following generic email address: TPSGC.PADGAMDVUL-APDMPBLUV.PWGSC@tpsgc-pwgsc.gc.ca
- (e) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location. Responses received after the RFI closing date may not be considered in this round of consultations.

- (f) It is preferred that all pertinent information be included in the respondent's RFI response, without the need to visit the respondent's web sites. If necessary, however, web site references may be provided for additional information beyond that requested in this RFI. If this is the case, it should be noted that the information contained in such web sites would not be used for the analysis of the responses to this RFI.
- (g) Respondents should be aware that the DND standard word processing format is Microsoft Word. However, electronic responses may also be submitted in Adobe PDF format.

It would be also appreciated if respondents could provide the information in the Industry Response Tables and Pricing Table included in Annex C in MS Excel format.
- (h) **Language:** Responses may be in English or French, at the preference of the respondent.

A.10. Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Public Services and Procurement Canada
Acquisitions Program
Land and Aerospace Equipment Procurement and Support Sector
Armoured Vehicles Projects Directorate
Place du Portage, Phase III, 9C2
11 Laurier Street
Gatineau, Québec, K1A 0S5

Attention: Hana Benabdallah, Contracting Authority
Telephone: (819) 639-4250
E-mail address: TPSGC.PADGAMDVUL-APDMPBLUV.PWGSC@tpsgc-pwgsc.gc.ca

Annexes

See herein at the back of the document for a copy of the following annexes:

- Annex A – Draft Requirement Definition
- Annex B – Application of the Industrial and Technological Benefits (ITB) Policy
- Annex C – Questions to industry
- Annex D - Industry Engagement Follow-on Activities

Annex A – Draft Requirement Definition

1. PROJECT OVERVIEW

1.1. Capability Deficiency

The current Light Utility Vehicle Wheeled (LUVW) fleet is comprised of a Standard Military Pattern (SMP) Geländewagen (G-Wagon) and Militarized Commercial Off-The-Shelf (MilCOTS) Silverado truck. This fleet has been in service since 2003, has reached its end-of-useful life and has operational limitations, safety deficiencies, and no longer meets Canada's Strong, Secure, Engaged (SSE) Defence Policy and Canadian Armed Forces (CAF) objectives.

1.2. Business Need

The CAF requires a protected, lightweight multi-role and highly mobile ground vehicle in order to conduct multiple battlefield roles and tasks across the spectrum of conflict. This includes, Combat roles, Command Support roles, Combat Service Support roles, Individual Training and Training support tasks.

1.3. Scope

The Light Utility Vehicle (LUV) project is a capability replacement that is intended to be a greater than one-for-one replacement of the existing capability. The project is expected to deliver up to 3000 vehicles of the following variety:

- a. Light multi-role vehicles with up to 4 variants:
 - (1) Command and Recce (C&R) Vehicle;
 - (2) Utility Vehicle;
 - (3) Military Police (MP) Vehicle; and
 - (4) Cable-Laying Vehicle.
- b. Ancillary equipment:
 - (1) Military Police (MP)/ Signals equipment (see appendices A2 & A3);
 - (2) Armour protection; and
 - (3) Light Utility trailers.
- c. Integrated Logistics Support (ILS). With the initial acquisition of the LUV capabilities, Canada intends to procure an ILS package which could include Initial Cadre Training, electronic technical publications, initial provisioning of spare parts (quantity to be determined) and Special Tools and Test Equipment (STTE) if required. ILS requirements will be determined based on industry feedback and analysis by Government stakeholders.

- d. **In-Service Support solution.** In addition to the deliverables above, the LUV project will establish an ISS solution for the sustainment of the fleet(s) through its life cycle. ISS requirements are being developed through the Sustainment Business Case Analysis (SBCA) process and the support concept will be determined after industry feedback and analysis from Government stakeholders.

- 1.4. **Project Timeline.** The project is approaching completion of the Options Analysis stage and is expected to move to the Definition stage of project activity in late 2020 or early 2021. The Project Definition phase and the procurement strategy definition phase may take up to 2 years.

2. SYSTEM OPERATIONAL REQUIREMENTS

2.1. Operating Environment

- a. **Capstone documents.** Canadian Army doctrine identifies land power as an essential component of legitimate application of force in support of a nation's strategic aim. In it, the approach to future land operations is characterized by the deliberate use of dispersion and aggregation undertaken by adaptive forces in order to create and sustain tactical advantage over adept, adaptive adversaries. These adaptive dispersed operations envisage the employment of highly adaptive land forces dispersed in time, space and purpose throughout the breadth and depth of the battle space in order to create and exploit opportunities, control the tempo of operations and overwhelm the adversary. Individual operations may embody characteristics from one or more of the following five traditional themes:
- (1) **Major Combat:** characterized by frequent, widespread, and intense combat with adversaries employing conventional tactics;
 - (2) **Counter-insurgency Operations:** characterized by insurgent-based adversaries, where the political nature of the crisis and the need to address multiple facets of the environment render the military in an overall conditions setting and supporting role;
 - (3) **Stability Operations:** including conflict prevention, peacemaking, peace enforcement, peacekeeping, and peace building to restore or maintain peace;
 - (4) **Humanitarian Operations and Disaster Relief (HODR):** Including both international and domestic aid during weather-related disasters and evacuating citizens from disaster zones; and
 - (5) **Stability and Domestic Operations:** where the military conducts operations primarily in a supporting role to civilian authorities.
- b. **Geographical Environment.** CAF units will operate in both rural and urban environments, often simultaneously, in virtually all terrain types, including desert, mountain, wooded, savannah, and arctic. These requirements include operating on highways, secondary roads, including unpaved and severe washboard

surfaces, vehicle tracks and severe cross-country conditions including, but not limited to extreme slopes, rocky ground, ploughed fields, trails, cut lines, sand, mud, snow, ice and fording. All the vehicles in the fleet might operate in different geographical environments depending on their role. The concept of use (section 2.2) provides more geographical details for each of the roles. These conditions must be met while carrying out their primary functions without causing harm or fatigue to the crew.

2.2. Concept of Use

This vehicle fleet will be utilized pan-CAF across the spectrum of conflict, domestically and internationally. It will conduct a multitude of tasks that includes: Combat roles, Command Support roles, Combat Service Support roles, and Individual Training and Training Support tasks.

- a. **Combat Role:** Combat is defined as forces that may engage in combat with another military force or aggressor. Direct Fire Support (DFS) Platoons, Rear Area Security tasks, and armoured reconnaissance are examples of roles that this vehicle fleet will conduct. These roles envisage the vehicle being used predominately cross-country conducting tactical movement with a higher risk of direct engagement with opposition forces. Cross country conditions will include extreme slopes, rocky ground, ploughed fields, trails, cut lines, sand, mud, snow, ice and fording.
- b. **Command Support Role:** Command Support is defined as an integrated system of resources that enables command. This would include, but is not limited to, rovers for sub-units commanders, command and control vehicles for unit and sub-unit commanders and Liaison Officer Vehicles. This role also includes the MP variants. These roles do not envisage direct engagement with opposition forces, however, will still operate in threat areas. It is still envisaged that the vehicle be driven cross-country, however, there will be less tactical movement conducted. Likely, the vehicle will predominantly be driven on main paved roads and secondary roads, including unpaved and severe washboard surfaces, vehicle tracks and minimal cross-country.
- c. **Combat Service Support (CSS) Role:** CSS is the support provided to combat forces, primarily in the fields of administration and logistics. First line storesmen within combat sub-units will use this fleet to provide logistical support to their parent unit. These roles do not envisage direct engagement with opposition forces, however, will still operate in threat areas. It is still envisaged that the vehicle be driven cross-country, however, there will be less tactical movement conducted. Likely, the vehicle will predominantly be driven on main paved roads and secondary roads, including unpaved and severe washboard surfaces, vehicle tracks and minimal cross-country.
- d. **Individual Training and Training Support Roles:** Individual training aims to impart the skills and knowledge required to safely operate any vehicle system.

All drivers within the CAF must complete driver training prior to being able to operate vehicle fleets. The LUV fleet will provide the first step in completing all driver training with the basic driver course. This role will be conducted primarily on paved roads or prepared surfaces. Any cross-country driving will be limited for instructional purposes only and introductory in nature. Training Support tasks refer to the daily administrative tasks required to support a field unit while on training in Canada. These roles do not envisage the vehicle leaving paved or prepared surfaces and the vehicle will have limited to no cross-country driving.

2.3. Threats

While it is not envisioned that the LUV will engage in direct combat with armour fighting vehicles (tanks, infantry fighting vehicles), recent experience has shown that the threat from blast and small arms fire in non-combat scenarios remains a real and viable threat to the vehicle and crew.

2.4. Mission Profile

In general, the LUV is expected to be used an average of 8000 km per year per vehicle. This may increase in the training support role. This usage is expected to take place 60% on publicly maintained roads 20% on gravel roads and 20 % over cross country terrain. This has been averaged over the life of the vehicle over all activities (operations, training and administrative functions) that can take place.

2.5. High Level Mandatory Requirements (HLMRs)

High Level Mandatory Requirements		
1	Survivability	A portion of the fleet ¹ must have the ability to protect the crew compartment with a minimum of level 1 for both kinetic and blast threats according to STANAG 4569 Protection Levels for Occupants of Armoured Vehicles.
2	Lethality	A portion of the fleet must have the ability to mount an in-service weapons system, to target and engage specified threats, on the roof of the crew capsule up to a .50 Cal MG and the C16 40mm Automatic Grenade Launcher.
3	Physical Capacity	<p>A portion of the fleet will be a four (4)-seat platform accommodating personal kit and mission specific equipment to a minimum physical capacity of 800 kg.</p> <p>A portion of the fleet will be a two (2)-seat platform accommodating personal kit and mission specific equipment to a minimum physical capacity of 2000 kg.</p> <p>The ability of towing a trailer with a minimum payload capacity of 1000kg to transport cargo. Hitches must conform to STANAG 4101 Towing Attachments.</p>

¹ A portion of the fleet will be further defining during definition phase.

High Level Mandatory Requirements		
4	Mobility	<p>The ability to operate at Gross Vehicle Weight Ratio (GVWR) in a wide range of geographical regions, while traversing diverse terrain. This includes, but not limited to manoeuver on highways, austere roads and tracks, off-road and cross-country.</p> <p>The ability to achieve at least 450 km range on hard level surfaced roads at GVWR without refueling.</p>
5	Transportability	A single vehicle of the fleet must be movable by air, rail (STANAG 2832), road, and ship using in-service CAF platforms.
6	Interoperability	<p>The ability to be able to operate on NATO common fuel (F-34) and regular commercial diesel.</p> <p>The capability must be currently in service (or an upgraded version in development) by a NATO or ABCANZ country that employs the same mission profile as Canada.</p>
7	Electrical Architecture	<p>Must be able to integrate multiple electronic sub-systems as described in STANAG 4754 NATO Generic Vehicle Architecture.</p> <p>Must be able to export power and charge existing equipment (radios) while allowing for the integration of future electronic sub-systems (e.g. mini-UAVs, BMS).</p>
8	Durability and Sustainment	LUV must have the ability to conduct operations 24/7 for extended periods of time without degradation of personnel and mission critical equipment. It must be employable in climatic conditions where the CAF will operate.

2.6. Capability Analysis

Because of the diverse requirement of the vehicle fleet the Canadian Army (CA) is developing different capability options based off capability requirements and location of use for each variant to meet HLMRs. The majority of the fleet will be utilized within Canada, with a set number of vehicles having the requirement to deploy on international operations. To assist in the determination of options for this project, an internal Tiered system was developed to categorize vehicles based on industry brochures and informal discussions. The system contains 4 Tiers, with Tier 1 being the most capable vehicle to Tier 4, which is strictly a commercial off the shelf vehicle. The table below gives a general indication of how the Tiers are divided. Refer to paragraph 2.13 for quantities and roles.

Tier	Types	Capability (Mobility/Survivability/Lethality)
1	Military	High
2	Military	Med
3	Military	Low
4	Commercial	Low

As such Canada is looking at three options to meet its requirement:

- a. **Option 1:** A single fleet of militarized vehicles;
- b. **Option 2:** Two fleets of vehicles to include militarized vehicles and commercial vehicles; and
- c. **Option 3:** Multiple fleets of vehicles which may include multiple military and commercial fleets; and

Strategic Trade-off Analysis evaluating capability, risks, and costs will be used to determine the optimal, affordable fleet mix. Once stakeholder feedback and solicited advice from industry have been analyzed, a decision will be made on the desired fleet mix and which option to pursue moving forward.

2.7. Vehicle Configurations

- a. **Military fleet.** The military vehicle fleet will have two basic configurations: 4-seat and 2-seat.

(1) 4-Seat Configuration

The 4-seat configuration will have two variants: Command and Recce (C&R) and a Military Police (MP) variant, examples below of current in-service variants:



C&R variant.



MP Variant.

Both the C&R and MP variants will be capable of mounting up to a .50 Cal machine gun or a C16 Automatic Grenade Launcher on the roof of the crew compartment while allowing access to those systems from within. Though not a requirement, the ability for the vehicle to be able to support a Remote Weapons System (RWS) would be beneficial. The MP Variant must be equipped with a Police Package, Sirens, Lights and Loud speaker. (This will be further defined in definition). See Appendix A2 for proposed marking and light locations.

- (2) **2-seat configuration.** The 2-seat configuration will have two variants, a cargo utility and a cable laying variant, examples below of current in-service variants:



Utility cargo



Cable Laying Variant.

- (a) **Utility cargo.** The Utility cargo vehicle must have a minimum cargo capacity of 2000 kg. The cargo capacity is defined as the weight of the cargo plus the weight of the occupants, their kit, radios systems and personal weapons. As an example, using 400 kg for two crew and vehicle equipment, a 2000 kg cargo actually has 1600 kg cargo capacity.

It is desirable that the utility cargo vehicle have a removable or foldable bench seat to transport soldiers in the rear of the vehicle.

- (b) **Cable Laying.** The cable laying vehicle must be able to accommodate the signals requirements for cable laying. The requirements can be found at Appendix A3.

- b. **Commercial fleet.** The commercial vehicle may consist of 4-seat, 4x4 pick-up trucks or cube trucks. The exact cargo requirement and fleet mix will be determined in the Definition phase.

2.8. Armour Protection

The LUV project will procure armour protection in accordance with a minimum of NATO STANAG 4569 level 1 for both kinetic and blast threat for both the 4-seat and 2-seat configurations. It is desirable that the Level II or Level III be achieved for Kinetic and level II for blast. It is anticipated that the majority of the vehicle fleet will not need to operate with armour protection; therefore, it is desirable that the armour protection be modular so that a vehicle can operate in both an armoured and not-armoured configuration. The number of armoured vehicle or kits to be procured will be determined once stakeholder feedback and solicited advice from industry has been analyzed.

2.9. Thermal Signature

It is anticipated that the LUV will have a mobile camouflage capability that can be temporarily attached to a vehicle to reduce its signature in the visible and infrared spectrums.

2.10. Commonality

The preference is for a single vehicle platform that will meet all requirements; however this may prove challenging as the requirement is wide, resulting in a less than optimal system. If more than one variant is proposed to accomplish the full range of missions and tasks, then it is preferred that the LUV variants are from the same family of vehicles, possessing the maximum commonality of parts and operation. This will ensure that any additional training, special tools and test equipment and spare parts are minimized.

2.11. Proven Technology (Turn-key Solution)

The rolling chassis of the LUV must be currently in service (or an upgraded version currently in development) with a NATO or ABCANZ country that conducts the same mission profiles as Canada (as described in para 2.4). This will ensure that the chassis has a proven track record, which might reduce the need for Reliability, Availability, Maintainability and Durability (RAMD) testing, and provide operational and support flexibility.

2.12. Trailers

The LUV utility trailer must be a ruggedized military trailer that has the same ground clearance and width as the LUV. It must be able to drive on the same terrain as the LUV with a minimum payload of 1000 kg. It must have the following capabilities:

- a. The Trailer must be able to accommodate a removable covered superstructure and have a folding tail gate;
- b. The Trailer wheels must be compatible with the LUV;
- c. The Trailer must have an independent braking system to secure the vehicle while parked;
- d. The Trailer when independently parked must not be able to tip;
- e. The Trailer electrical system and lights must be compatible with the LUV; and
- f. The Trailer hitch must conform to STANAG 4101 Towing Attachments.

2.13. Estimated Quantities of Platforms

The initial vehicle requirement estimate is based on user requirements working groups and are subject to change as Options Analysis further develops. Based on the three options that the CA is developing and mission profiles that the vehicle fleet is anticipated to conduct, the initial vehicle requirement estimates are as follows by Option. The least expensive options are representative of the quantities affordable with current project budget while the most expensive options reflect the actual requirement.

a. **Option 1:** A single fleet of military vehicles;

			Quantity	
Config	Variants	Role	Least Expensive (Tier 3)	Most Expensive (Tier 1-2)
4-seat	C&R	Combat	190 - 325	950 - 1250
		Command support		
	Individual Training / Training support			
	MP	Command support		150 - 250
2 -seat	Cable Layer	Command support	0	75 - 125
	Utility	CSS	190 - 325	1025 - 1375
Individual Training / Training support				
Total			380 - 650	2200 - 3000

b. **Option 2:** Two fleets of vehicles to include military and commercial vehicles;

			Quantity	
Config	Variants	Role	Least Expensive (Tier 3)	Most Expensive (Tier 1-2)
4-seat	C&R	Combat	150 - 245	950 - 1250
		Command support		
	Individual Training / Training support			
	MP	Command support		150 - 250
2 –seat	Cable Layer	Command support	0	75 - 125
	Utility	CSS	150 - 245	425 - 675
	Individual Training / Training support			
Total Military				1600 - 2300
Commercial	Utility	Individual Training / Training support	600 - 700	600 - 700
Total			900 - 1190	2200 - 3000

c. **Option 3:** Multiple fleets of vehicles which may include multiple Tiers and commercial fleets;

Config	Variants	Role	Quantity	
			Least Expensive (Tier 2-3)	Most Expensive (Tier 1-2)
4-seat	C&R	Combat	Tier 2 : 100	Tier 1 : 350 - 450
		Command support	95 - 165	600 - 750
		Individual Training / Training support		
	MP	Command support		150 - 250
2 -seat	Cable Layer	Command support	0	75 - 125
	Utility	CSS Individual Training / Training support	95 - 165	425 - 675
Total Military			290 - 430	1600 - 2300
Commercial	Utility	Individual Training / Training support	600 - 700	600 - 700
Total			890 - 1130	2200 - 3000

2.14. Estimated Ancillary Equipment Quantities

Variants	Quantities (Note 2)	
	Min	Max
Armour 4-Seat Variant (C&R and MP) (Note 1)	150	250
Armour 2-Seat Variant (Utility) (Note 1)	50	150
Trailers	300	600
Thermal signature management	TBD	TBD
Cable Layer Package (see Appendix A3)	75	125

Note 1. If not already incorporated in vehicle design.

Note 2. Quantities for the “Least Expensive” options will be determined later depending on remaining budget available for ancillary equipment.

2.15. Constraints

- Emissions.** The project is constrained by the “*Canadian Environmental Protection Act, 1999*” and “*Heavy-duty Vehicle and Engine Greenhouse Gas Emission Regulations*” in force in Canada at the time of procurement. Air conditioning refrigerants must be non-ozone depleting. A minimum emission standard of Euro 3/EPA 2004 must be achieved while higher emission standards are desirable.
- Languages.** All equipment markings and publications shall be compliant with the Official Languages Act, and therefore will be produced in both official languages

(English and French). In addition, manufacturers may use international symbols for equipment markings.

- c. **Metric conversion.** Canada uses the metric system therefore all indicators and gauges will need to be metric.

3. SUSTAINMENT

The Sustainment Initiative (SI) is a joint undertaking by the Department of National Defence (DND), Public Services and Procurement Canada (PSPC), and Innovation, Science and Economic Development Canada (ISED) to transform the business of sustainment – or in-service support – for military equipment and fleets. It introduces programmatic, procedural and behavioural changes in defence sustainment program development and contracting, resulting in tailored in-service support solutions to maximize value for Canada by optimizing the four sustainment principles defined below.

- a. **Equipment Performance.** Defence equipment that is operationally ready and mission capable.
- b. **Value for Money.** The required outcomes (i.e., fitness for purpose and quantity) are procured at a price commensurate with the market rate for comparable procurements.
- c. **Flexibility.** An adaptable and scalable support system that can be readily adjusted to changes in operational requirements and/or operating budgets.
- d. **Economic Benefits.** Leverage industrial benefits from defence procurements to create jobs for Canadians and economic growth for companies in Canada.

This document will first explain how the Canadian Armed Forces (CAF) typically sustains its fleets in terms of supply, maintenance and central management of the equipment. The second portion will address the sustainment requirements specific for the Light Utility Vehicle (LUV) project.

3.1. Canadian Armed Forces (CAF) Sustainment Concept

This section describes in general terms how military vehicles are sustained in CAF. The specific sustainment concept for LUV will be detailed later after this RFI and as part of the Sustainment Business Case Analysis.

- a. **Supply Chain.** The CAF has two main supply depots (Edmonton and Montreal) within Canada in which materiel from suppliers arrive and are catalogued. From each of those locations, materiel is shipped to all CAF supply locations. In terms of spare parts, there is typically a stock level assigned to each location based on the dependent unit's fleet types, fleet size and training frequency, as well as the type of maintenance that can be performed at that specific unit. These stock levels are called Scaling. One of the supply depots is normally assigned for a significant portion of materiel being shipped to international operations;

- b. **Land Equipment Management System.** In terms of maintenance of equipment, first line units have maintenance platoons that are responsible for diagnosing and executing low to medium level (referred to as Level 1) repairs such as, component replacement, brake repairs and suspension repairs. The scaling of spare parts would be contained in this stock location, and would be suited to the types of repairs completed by the technicians in this workshop. Second line units have maintenance companies that are larger than maintenance platoons. They are responsible for higher level repairs (referred to as Level 2), such as engine and transmission replacement. Repair and overhaul of higher level sub-systems is typically completed by the fleet Original Equipment Manufacturer (OEM) or potentially the subsystem OEM. The clear divide on the types of repairs done by each of the respective levels, is different for each fleet and is determined through a Logistics Support Analysis (LSA). Depending on Canada's procurement and sustainment strategy, the Equipment Management Team (EMT) or Project Management Office (PMO) may require the contractor to prepare the LSA report. The LSA report is subject to approval/acceptance by PMO/EMT in accordance with the applicable contract;
- c. **Preventative Maintenance.** Typically completed by the operators, however larger more in depth inspections are completed by CAF technicians. The frequency and specific aspects of these more-in-depth inspections will be reflected in the LSA results;
- d. **Corrective Maintenance.** The division of responsibilities at each level in terms of corrective maintenance is determined by the LSA. The responsibilities and training given to CAF technicians must be to the same level as OEM certified technicians in order to enable servicing of the fleet in deployed operations by CAF technicians. The ability to diagnose and repair the majority of faults on the fleets as far forward as possible is critical to sustaining the highest level of availability for the fleets and therefore, critical to mission success. Appreciating this requirement, the LSA report must be sufficiently detailed to achieve this.
- e. **Difference between PMO and EMT.** The difference between the two organizations is based on timing. The planning, procurement and integration of new fleets into the CAF is the responsibility of the PMO. As the fleet integration reaches steady state, the responsibility of the management of the fleet transfers to the EMT for the remaining life of the fleet. The PMO for this specific fleet will have a gradual closure as the transition to the EMT occurs;
- f. **Defence Resource Management Information System (DRMIS).** This is the CAF's Enterprise Resource Planning (ERP) tool based on a SAP platform. It is used to manage all equipment preventative maintenance schedules, record all corrective maintenance activities and manage spare parts. This system is continuously being improved to record performance metrics in terms of availability of CAF fleets and their respective sub-systems and components as well as performance metrics in terms of the entire CAF maintenance processes in order to have continuous improvement throughout;

- g. **Operator Training.** When procuring a new fleet, operator training is typically coordinated up front as part of the initial procurement. This allows the CAF to operate the fleet upon initial delivery. The delivery of this training typically falls into two categories: Training that covers a specific quantity of operators and identified operator-trainers, or continual training provided by the OEM on a set schedule. The first option puts the responsibility for long term competency upkeep on the CAF, and for the second option this responsibility is with the OEM.
- h. **Technician Training.** Very similar to the operator concept for training with respect to training up front. The main difference is that the long term training regime will see a Center of Excellence (CoE) be established so that the training delivery can be standardized as well as the training publications. Depending on the platform, specialist training may be established, where the fleet is trained as a separate course versus integrating the training into the Canadian Army training system; and

3.2. **Projected In-Service Support (ISS) Concept**

The sustainment solution will seek to collectively optimize the four sustainment principles above through its life cycle. ISS requirements are being developed through a Sustainment Business Case Analysis (SBCA) process and the support concept will be finalized after industry feedback. ISS concepts for military fleets could range from a fleet fully supported (including corrective and preventive maintenance) by the CAF at one extreme, to a fleet fully supported by contractors at the other extreme. An option that falls in the middle of this range could be that the CAF performs only limited maintenance (maybe only First and Second Lines of maintenance) and contractors perform Third and Fourth Lines maintenance. Industry feedback is sought on this range of possible support concepts so that Canada can examine options for an optimal mix of ISS concepts. Commercial vehicles will have a different ISS concept using locally available commercial facilities.

The following sections are a summary of the Phase 1 of the SBCA that defines the requirements (operational and sustainment) to be met.

3.3. **Canadian Armed Forces (CAF) Requirements relevant to Sustainment**

This section defines the specific CAF requirements that have a sustainment component for the LUV fleet.

- a. **Availability.** Operational Availability of LUV vehicle and ancillary must meet the mandated threshold to meet training and readiness requirements, as set by the Departmental Plan (greater than 80%).
 - (1) Must have acceptable preventive maintenance time:
 - (a) Daily preventive maintenance by operator less than one person hour / day;
 - (b) Annual preventive maintenance by technician not to exceed 4 hours.

- (2) Must have shelf life of the replaceable armour higher than five years under any storage conditions.
 - (3) CAF Maintainers must be able to perform First and Second Line maintenance, while Third and Fourth Line maintenance could be performed by contracted services.
- b. **Reliability.** Must be adequately reliable to ensure availability targets are met. Performance level to be determined)
 - (1) There are specific metrics that relate to the availability of the fleet, which will be critical to the performance of the sustainment concept. Below are some of the metrics likely to be used:
 - (a) VOR. Vehicle Off Road Rate or the reverse, which is Availability Rate;
 - (b) MTBCF. Mean Time Between Critical Failure (based on kilometers or time and can be down to sub-system/component level);
 - (c) MTTR. Mean Time to Repair (specific faults);
 - (d) MTTDS. Mean Time to Deliver Spare Parts (both in terms of getting parts to the supply depots and for the depots to get them to the technicians).
 - (2) Regardless of solution, the performance metrics associated with the LUV fleet will need to be recorded and analyzed within DRMIS. If the solution will have an integrated Health and Usage Monitoring System (HUMS), transfer of data or integration into DRMIS will be necessary.
 - (3) A Corrosion Protection Plan will be put in place for all LUV and trailer and armour protection to prevent corrosion to affect reliability and availability rates.
- c. **Suitability. Fit, Form and Function** remains mission capable at an affordable sustainment cost. Sustainment concept must remain common with other logistic fleets.
- d. **Safety.** The LUV equipment must be safe to operate. This means the vehicle will meet Canadian road and safety standards and that the sustainment solution must have an ability to address safety concerns to prevent occurrences and re-occurrences of incidents.
- e. **Deployability**
 - (1) **Technician Competency.** CAF technicians will need to carry out all maintenance functions on this vehicle fleet regardless of geographical

location, comparable to the OEM certified technicians. This will allow them to effect repairs as far forward as possible in a theatre of operations;

- (2) **Armouring.** Considering the limited time and level of effort that is typically required for preparing fleets for deployment into a theatre of operations, it is desired that the installation and removal of armour be performed by CAF personnel and be carried out under a simple and expeditious process.
- (3) **Parts availability.** Parts and tools must be available in theatre so that less than 50% of Vehicle Off Road rate is due to the unavailability of parts.
- (4) **Scalability.** The Sustainment Solution must accommodate for changing operational needs.

f. **Effectiveness.** Technical problem identification, fault reporting, and equipment usage information must be automated to:

- (1) Reduce technician time burden;
- (2) Reduce errors in fault reporting; and
- (3) Reduce data entry errors on work orders.

g. **National Security Interest**

- (1) The contracted elements of the LUV sustainment enterprise must meet the security requirements detailed in the Security Requirements Check List (SRCL). and
- (2) The contracted elements of the LUV sustainment enterprise must also meet DND Cyber Mission Assurance Program requirements (under development).

3.4. Integrated Logistics Support (ILS) Services

- a. **Equipment Management.** A dedicated and responsive equipment management team for the entire suite of LUV equipment will be required.
- b. **Engineering.** The LUV sustainment enterprise must have an efficient method to perform engineering activities such as Technical Investigations and Engineering Services (TIES), Configuration Management, design improvements, etc.
- c. **Training**
 - (1) Operators will need to have the necessary training to safely operate the LUV equipment; and
 - (2) Technicians will need to have the necessary training to safely and effectively conduct first and second level repairs on the LUV equipment.

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- d. **Material Management.** The following elements are mandatory component of Material Management that must be included as part of the sustainment solution.
- (1) Effective Spare parts scaling capability;
 - (2) Effective spare parts supply chain;
 - (3) Effective Repair and Overhaul (R&O) program;
 - (4) Parts inventory management;
 - (5) Effective spare parts acquisition; and
 - (6) Disposal.
- e. **Electronic Information Environment (EIE).** Current and relevant EIE will be needed to collect user feedback and allow for accuracy of information and historical traceability of use.
- f. **Maintenance.** The LUV will need to have preventive and corrective maintenance programs and will need to be towed/recovered using in-service CAF recovery equipment.
- g. **Publications.** It is expected that the OEM provide the following electronic technical publications and updates when required, and that those publications will need to follow the S-1000D standard:
- (1) Operator Manual;
 - (2) Preventative & Corrective Maintenance Manuals;
 - (3) Technical Drawings;
 - (4) Parts lists based on LSA (built into an electronic maintenance manual); and
 - (5) Commercial part numbering listing (as procured by OEM).
- h. **Communication.** Access to Technical Publications and OEM updates or modifications will be critical for the effective management of any fleet. The communication link between the PMO/EMT and the OEM will be essential in terms of timely communications with the field force in order to address technical issues. The sustainment solution may result in a requirement to have an OEM representative imbedded in the EMT in order to facilitate effective communication.
- i. **Software support.** Effectively managed LUV equipment software and other related software will be required.

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- j. **Configuration Management.** It is expected that the OEM implement a Configuration Management program that includes but not limited to:
- (1) Configuration Management Plan;
 - (2) Configuration Control System;
 - (3) Change Control Process;
 - (4) Engineering Change Control;
 - (5) Technical Data Package (TDP) changes;
 - (6) Configuration Status Accounting.
- k. **Obsolescence Management.** The intent of this service is to ensure that the potential impacts of obsolescence in terms of equipment support, effectiveness and support costs are mitigated by a combination of reactive and proactive management activities completed by the OEM. It is expected that the OEM provides an Obsolescence Management Plan which includes but not limited to:
- (1) High Risk Components/Sub-systems; and
 - (2) Obsolescence Management Issues Report (as required).
- l. **Field Service Representatives (FSR)**
- (1) **Concept.** Technical proficiency and skills of CAF technicians are essential for this fleet, due to the decentralized employment of this fleet and the criticality of the capability. The use of FSRs will focus primarily on training CAF technicians; however they must have the ability to carry out maintenance tasks, technical investigations etc.. OEM certified mechanics are deemed to be the best option to teach CAF technicians; and
 - (2) **Initial Technician Training.** FSRs need to be highly experienced, OEM certified mechanics and be suited as technician trainers. During the break in period between initial delivery and steady state annual training (to be determined), FSRs could be employed across Canada at the major base hubs to train a predetermined number of operators and technicians.
- m. **R&O.** Sub-system or component repairs that go beyond the capability of CAF technicians is contained within R&O. This may need to be separated based on IP rights between OEM and sub-OEMs. The contract development for this service will be dependent on IP rights ownership intricacies within the solution; and
- n. **Special Tooling and Test Equipment (STTE).** The OEM will be expected to identify and provide all STTE required to service, diagnose and repair the fleet as determined by the LSA/maintenance plan.

o. **Spare Parts**

- (1) **Initial Provisioning.** The OEM will be expected to recommend an initial scaling of spare components and sub-systems, in sufficient quantities, in order to support the determined availability of the fleet. The scaling of spare components and sub-systems will be based on the LSA report.
- (2) **Scaling of Spares (based on LSA).** An initial fleet wide scaling based on the distribution of the fleet across Canada will be established through a combined effort with the PMO and OEM. The LSA report will be the tool used to properly develop this in order to factor in all the repair tasks expected of CAF technicians. The flexibility to continuously modify this scaling throughout the life of the fleet is essential, based on usage data recorded in DRMIS.
- (3) **Spare Parts Replenishment (Initial Provisioning).** It is expected that the spare parts holdings within the CAF will be sustained by the OEM during the initial provisioning period, based on the scaling agreed upon between the PMO and OEM.
- (4) **Remaining Life Spare Parts Replenishment.** The initial provisioning period will allow sufficient data to be recorded within DRMIS in terms of performance metrics and spare parts usage. This data will be used to properly formulate the basis of the sustainment requirements for the remaining life of the fleet.

3.5. **Intellectual Property (IP) - Technical Data Package (TDP) and Publications Management**

- a. Canada will need to have sufficient IP rights to ensure it is able to sustain the fleet on a competitive basis throughout its life in terms of:
 - (1) Acquisition of spare components and sub-systems;
 - (2) Provision of Repair & Overhaul (R&O) Services;
 - (3) Contracted manufacturing of spare components and sub-systems, if the situation exists where acquisition is not possible.
- b. To achieve this, it is expected that Canada's licenses include, but are not limited to:
 - (1) The right to disclose the foreground and background information to third parties bidding on or negotiating contracts with Canada and to sublicense or otherwise authorize the use of that information by any contractor engaged by Canada solely for the purpose of carrying out such contracts;
 - (2) The right to disclose the foreground and background information to other governments for information purposes;

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- (3) The right to reproduce, modify, improve, develop or translate the foreground and background information or have it done by a person hired by Canada. Canada, or a person designated by Canada, will own the IP rights associated with the reproduction, modification, improvement, development or translation;
- c. Without restricting the scope of any license or other right in the background information that Canada may otherwise hold, the right, in relation to any custom-designed or custom-manufactured part of the work, to exercise such of the IP rights in the background information as may be required for the following purposes:
- (1) for the use, operation, maintenance, repair or overhaul of the custom designed or custom-manufactured parts of the work;
- (2) in the manufacturing of spare parts for maintenance, repair or overhaul of any custom-designed or custom-manufactured part of the work by Canada, if those parts are not available on reasonable commercial terms to enable timely maintenance, repair or overhaul;
- (3) for software that is custom designed for Canada, the right to use any source code the contractor must deliver to Canada under contract.
- 3.6. **Cyber Assurance.** Many systems currently available on the market come with more advanced features such as Diagnostic tools and Health Usage Monitoring System. Although these features may help the overall efficiency of the sustainment, they may also be vulnerable to cyber threats. The following components will need to comply to the Cyber Assurance Program, currently under development:
- a. Communication and/or Command and Control System - (Antennas, Global Positioning System (GPS), Electronic Control Module or Electronic Countermeasures (ECM), Touchpad tablet, satellite communications (satcom);
- b. Wireless Remote Control Unit (RCU) for the recovery system;
- c. Back up cameras or any other sensors
- d. Driver View Enhancement (DVE) or equivalent sub-systems
- e. Universal Serial Bus (USB) ports (for charging only options)
- f. Information Systems or other interfaces to vehicle
- g. Presence and protection of vehicular connection such as Controller Area Network Bus (CANbus) port
- h. Health Usage Monitoring System (HUMS)

LIST OF APPENDICES

Appendix A1: Glossary of Terms and Definitions
Appendix A2: MP Lighting and Marking
Appendix A3: Cable Layer Requirements

Appendix A1 - Glossary of Terms and Definitions

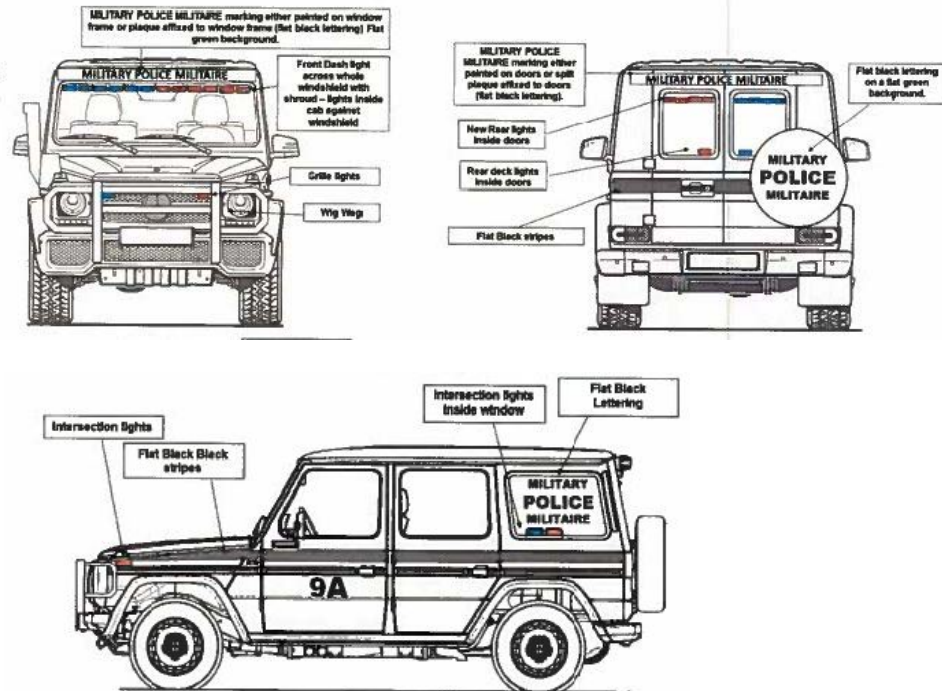
Term	Definition
Up-to 2000kg cargo capacity	The cargo capacity is defined as the weight of the cargo plus the weight of the occupants, their kit, radio systems and weapons systems. As an example, using 400 kg for the crew and the vehicle equipment, a 2000 kg cargo has actually 1600 kg cargo capacity
Life Cycle Cost	Life Cycle Costing is an accounting of all the costs of a piece of equipment or system arising over its useful life.
Force Generation	The process of organizing, training and equipping forces for force employment (operations).
Individual Training	The process by which members of the Canadian Armed Forces acquire and maintain sufficient knowledge and skill throughout their careers.

Acronym	In Full
CA	Canadian Army
CAF	Canadian Armed Forces
CFSS	Canadian Forces Supply System
HLMR	High Level Mandatory Requirement
ILS	Integrated Logistics Support
ISS	In-Service Support
LUV	Light Utility Vehicle
LUVW	Light Utility Vehicle Wheeled
MILCOTS	Militarized Commercial Off-The-Shelf
MP	Military Police
NATO	North Atlantic Treaty Organization
OA	Options Analysis
OEM	Original Equipment Manufacturer
SBCA	Sustainment Business Case Analysis
SMP	Special Military Pattern
SSE	Strong, Secure, Engaged {Canada's Defence Policy}
STANAG	Standardization Agreement {for NATO}
STTE	Special Tools and Test Equipment
TIES	Technical Investigation and Engineering Support

Appendix A2 – MP Lighting and Marking

LUVW MP – Lighting & Marking Standardization

LUVWG – G-Wagon



- Notes:
- 1) Siren sounds shall be North America standard
 - 2) Lights shall be red-blue (since its primary used by Reg F MP)
 - 3) Marking shall display Military Police Militaire in flat black.

Appendix A3 –Cable Layer Special Equipment Vehicle (SEV) Kit Requirements



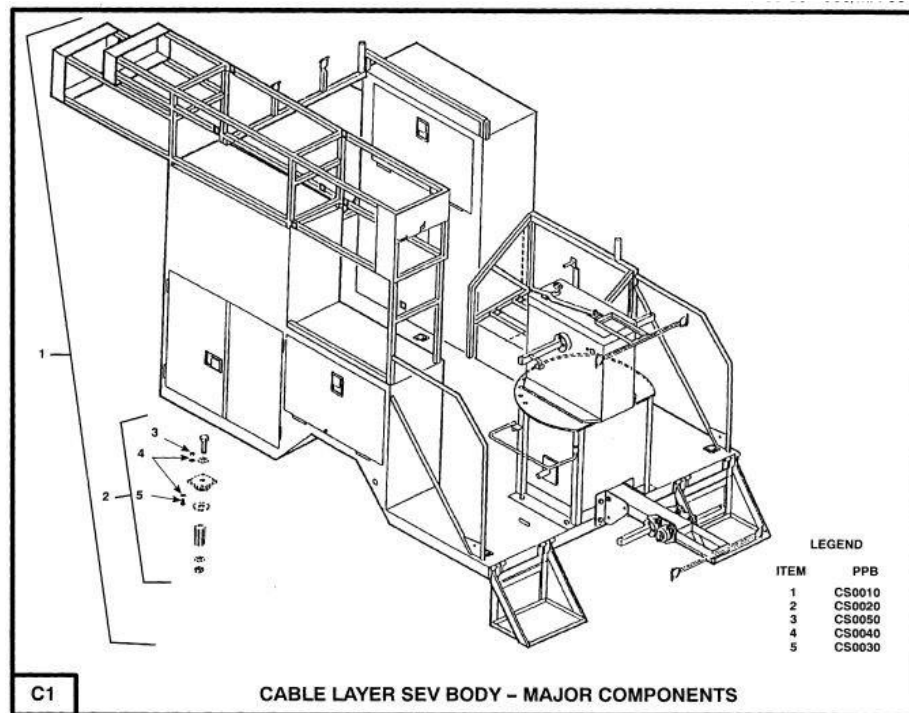
Examples of allied Nations Cable Layer Special Equipment Vehicle (SEV) Kits

General Vehicle Requirements

- Payload capacity of minimum 1400 kg.
- Vehicle winch front and rear mounted
- A sliding rear window is preferred.
- A power inverter with a minimum of 3000 Watt capacity.
- Preferable if the vehicle can be adapted to fit a three-person crew.
- Minimum of 4 x 120v 15 Amp outlets, 1 x outlet within cab of vehicle, 2 x outlets located on exterior forward end of service body, 1 x outlet located exterior rear of service body.

Cable Reel Assembly – Basic Requirements

The cable reeler mechanism, typically is comprised of a cable reeler cabinet, a base and a swing arm assembly. As a minimum, the reel shaft on one side of the cable reeler cabinet should be capable of powered pick-up and laying out of cable. The device should also allow for the manual or powered pick-up and laying out of cable, using all standard cable reels.



Current SEV kit

Pivotal Assembly which can rotate and lock
Accommodate 360 degree directional layout or take up of tactical communications cables.

Reel payout of minimal of 4 x reels at one time:

Rear of vehicle retractable/fold away reel axles x 2;
Permanent reel axles x 2 (1 x axle to be motorized);
Motorized axle for minimal x 1 axle; and
Reel axles may be two different sizes but must be Interchangeable and accept 7 inch or 17 inch wide reels with minimal weight of 28.5 kg

2 x Removable guide arms for mounting on front vehicle bumper, to guide cable install or pickup. Bar should be square to prevent twisting and have a large open loop eye of a minimum of 2 inches.

Storage of minimal 10 x tactical cable reels.

Reels vary in width between three (3) current reel dimensions, seven (7) inch x 19 ¼ inch, 7 ¾ inch x 16 ½ inch and 17 ½ inch x 16 ½ inch.

Reel weights are up to 28.5kg.

Annex B - Application of the Industrial and Technological Benefits (ITB) Policy

The Industrial and Technological Benefits (ITB) Policy, including Value Proposition, will apply to the Light Utility Vehicle (LUV) project. Engagement through the Request for Information (RFI) will help determine the ITB Policy's application and how Canada could leverage opportunities for economic benefit through this procurement.

1. The ITB Policy including Value Proposition

The ITB Policy is a powerful investment attraction tool and companies awarded defence procurement contracts are required to undertake business activities in Canada equal to the value of the contract. The ITB Policy encourages companies to establish or grow their presence in Canada, strengthen Canada's supply chains, and develop Canadian industrial capabilities.

The goal of the ITB Policy is to support the long-term sustainability and growth of Canada's defence sector, including small and medium-sized enterprises in all regions of the country, to enhance innovation through R&D in Canada, to support skills development and training, and to increase the export potential of Canadian-based firms. The ITB Policy includes the Value Proposition (VP), which requires bidders to compete on the basis of the economic benefits to Canada associated with its bid. Winning bidders are selected on the basis of price, technical merit and their VP. VP commitments made by the winning bidder become contractual obligations in the ensuing contract.

For more information about the ITB Policy, please visit www.canada.ca/itb.

2. Key Industrial Capabilities:

To maximize the economic impact that can be leveraged through the VP, Canada will look to use the ITB Policy to motivate defence contractors to invest in [Key Industrial Capabilities](#) (KICs). KICs align with Canada's defence policy, [Strong, Secure, Engaged](#), and the [Innovation and Skills Plan](#) by supporting the development of skills and fostering innovation in Canada's defence sector. The KICs represent areas of emerging technology with the potential for rapid growth and significant opportunities, established capabilities where Canada is globally competitive, and areas where domestic capacity is essential to national security.

Based on initial analysis of the LUV project, this procurement encompasses the KICs of **Armour, Ground Vehicle Solutions, and In-Service-Support**, where Canada has world leading capabilities. Canada will be seeking to motivate high value economic opportunities and partnerships to support the growth of Canada's defence sector, as well as enhance supply chain participation and skills development and training for Canadian industry.

The definitions for the relevant KICs for this project are:

a. Armour

Metal, ceramic, composite, or other material solutions used for both vehicle and individual soldier protection. This includes both the development and manufacture of underlying materials, and the design and manufacture of armour solutions for specific military, security, and law enforcement applications.

b. Ground Vehicle Solutions

Design, engineering, advanced manufacturing, integration, and testing of sophisticated combat and combat support vehicles.

c. In-Service Support

This represents a set of capabilities needed to operate and sustain a range of military platforms and systems operating in all domains across their lifespans. In this context, the phrase "operate and sustain" includes a wide array of activities, including maintenance, repair and overhaul; diagnostic, prognostic and health management; spares and supply chain management; configuration management; system and software modification and upgrade for both capability enhancement and life extension; and overall product support integration (PSI).

Annex C - Questions to Industry

Main Categories of questions:

1. Technical Requirements.....

2. Sustainment Requirements

3. Application of the Industrial and Technological Benefits (ITB) Policy.....

4. Additional RFI Respondent related information

5. Costing Details/Questions

1

4

8

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#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
1. Technical Requirements				
1.a.	General		1.a.1. Are there any expressed CA requirements that appear unachievable or extremely costly? 1.a.2. Do you have additional proposals to satisfy the requirements other than what was presented in the RFI?	
1.b.	General		1.b.1. Do you have the capability to provide a single chassis for the 2 different configurations? 1.b.2. If not, do you have a family of vehicles that would meet the requirements?	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
			1.b.3. Please clarify the level of commonality within the family of vehicles in terms of major assemblies For example, suspension, chassis, power train...	
1.c.	General		If required, are you capable of providing a commercial vehicle as well as your proposed military vehicle?	
1.d.	Survivability HLMR 1		If so, please provide the cost into the cost table at annex C. 1.d.1. Can your vehicle provide multiple protection levels with the same platform, i.e. from no protection to small arm/grenade blast? 1.d.2. If so, is it more cost effective to have that flexibility, over a fleet of vehicle designed to be armoured?	
1.e.	Survivability HLMR 1		1.e.1. Do you provide an add-on-armour solution or is the armour integrated into the vehicle design? 1.e.2. If the armour incorporated into the vehicle design, can the vehicle operate in a reduced protective level? i.e. remove armoured doors for operations within Canada. 1.e.3. What kind of facilities/special tooling are required to remove or add the armour to the vehicle? How many hours of maintenance by how many technicians will it require to add or remove the armour? 1.e.4. If armour is provided in a Kit form, does the armour require a maintenance facility to add or remove the armour? How long does it take to install the armour and can it be installed by the vehicle crew?	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
			1.e.5. Please describe the packaging and optimal conditions required to store the armour.	
1.f.	Lethality HLMR 2		1.f.1. What equipment qualification process do you conduct to ensure that there will not be any issues with the proposed hatch relating to climatic and environmental causes? 1.f.2. Please provide details of test methods conducted. Examples include but are not limited to: rain, cold weather (ice build-up).	
1.g.	Physical Capacity HLMR 3		For the Cable Layer variant is there an option to add a third seat?	
1.h.	Transportability HLMR 5		What preparation is required for your proposed vehicle to be slung loaded by a CH-47? Has this been done by another country? If yes, what type of stress or damage did the vehicle sustain?	
1.i.	Transportability HLMR 5		Please describe the preparations required to transport your proposed vehicle in a C130 aircraft. If the vehicle you are offering has been transported in a C130 aircraft, how many vehicles were capable of being loaded at one time?	
1.j.	Interoperability HLMR 6		1.j.1. Please confirm which emissions standards the vehicle you are offering is compliant with. 1.j.2. Are you currently developing methods to improve the emission profile of the vehicle along with any associated trade-offs?	
1.k.	Interoperability HLMR 6		In which countries is your proposed vehicle currently employed? Are any countries in the process of procuring your proposed vehicle?	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
1.l.	Interoperability and Electrical Architecture HLMR 6 and 7		Should new equipment or sub-systems be integrated onto the vehicle, are there Intellectual Property (IP) considerations that need to be taken into consideration for your vehicle?	
1.m.	Electrical Architecture HLMR 7		Please provide an overview of your vehicle electrical architecture and how do you measure vehicle power requirements?	
2. Sustainment Requirements				
2.a.	Durability Sustainment HLMR 8		Are there concerns relating to the installation of additional equipment, outside of the scope of work under the acquisition contract, which would void the warranty? Should they exist, how do you recommend we move forward to ensure there are no warranty concerns with the integration of communication or additional ancillary equipment?	
2.b.	Durability Sustainment HLMR 8		Would CAD / technical data be accessible for 3D printable, non-critical items?	
2.c.	Durability Sustainment HLMR 8		What support equipment and special tools are required to support the vehicle through it service life?	
2.d.	Durability Sustainment HLMR 8		How is the support equipment sustained? (i.e. periodic recalibration, specialist training/certification, etc.)	
2.e.	Durability Sustainment HLMR 8		Have there been issues in delivery times on major assemblies and /or critical spares to your other customers of the same vehicle fleet?	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
2.f.	Durability Sustainment HLMR 8		Please provide a confirmation of what survivability certification you have already obtained and what certification(s) and testing you are currently pursuing.	
2.g.	Durability Sustainment HLMR 8		2.g.1. Does your proposed vehicle come with an integrated Health and Usage Monitoring System (HUMS)? 2.g.2. If not, how difficult would it be to add one to your fleet and what would be the additional cost?	
2.h.	Life Cycle Cost HLMR 8		Total sustainment cost until the end of life of the equipment combined with acquisition and divestment cost will be a deciding factor of the final solution. 2.h.1. How do you propose sustainment cost can be evaluated at bid evaluation? 2.h.2. How can Canada ensure the quoted annual sustainment cost becomes an enforceable metric after contract award?	
2.i.	Life Cycle Cost HLMR 8		Understanding that Canada will attempt to obtain the optimal Value for Money based on the total life cycle cost (LCC), how can Canada assess total LCC at bid evaluation?	
2.j.	ISS contract HLMR 8		What industry considerations should Canada use when deciding on the best ISS contract period?	
2.k.	ISS contract HLMR 8		What industry considerations should Canada use when deciding on the best bundling of sustainment services?	
2.l.	ISS contract HLMR 8		What sustainment concept would you recommend that would optimize Performance, Value for Money, Flexibility and Economic Benefits?	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
2.m.	ISS contract HLMR 8		From your point of view, which Key Performance Indicators (KPI) should be used to monitor sustainment performance?	
2.n.	ISS contract HLMR 8		Knowing the technical and cost drivers would be very useful to implement a sustainment solution that best addresses the sustainment requirements. From your perspective and understanding of the technologies: 2.n.1. What are the typical <u>cost</u> drivers for the sustainment of a LUV that would justify specific control measures and monitoring of sub-systems or components? 2.n.2. What are the <u>technical</u> drivers that would justify specific control measures and monitoring of sub-systems or components?	
2.o.	ISS Contract HLMR 8		What would be the difference in Management cost from a transactional contract to a Performance Based contract?	
2.p.	Warranty HLMR 8		What is the typical warranty of your vehicle?	
2.q.	Warranty HLMR 8		Can Canada maintain its right to operate (as described in the concept of use) and repair the LUV fleet without jeopardizing the warranty?	
2.r.	IP HLMR 8		Do you foresee any problems selling or licensing IP rights so that Canada can sustain the LUV fleet on a competitive basis throughout its life?	
2.s.	Cyber Assurance HLMR 8		Does your platform come with features that would be subject to Cyber Assurance Program? If so, which one?	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
			2.s.1. Communication and/or Command and Control System (Antennas, GPS, ECM, Touchpad tablet, SatCOM) 2.s.2. Wireless Remote Control Unit (RCU) for the recovery system 2.s.3. Back up Cameras or any other sensors 2.s.4. Driver View Enhancement (DVE) or equivalent sub-systems 2.s.5. USB ports (for charging only options) 2.s.6. Info Systems or other interfaces to vehicle 2.s.7. Presence and protection of vehicular connection such as CANBUS port 2.s.8. Health Usage Monitoring System (HUMS)	
2.t.	Cyber Assurance HLMR 8		What methods would your company propose to identify and to protect all vehicle related data in transit, detect malicious attacks or abnormal behaviors of the vehicle internal system and sub-systems, and the recovery of the system?	
2.u.	General		Do you have any question/comments pertaining to sustainment?	
2.v.	General		2.v.1. What do you envision as the proposed paint and protective coatings plan for this project? 2.v.2. Please provide information on the paint and corrosion protection being offered as part of the proposed solution. Examples include but are not limited to: (1) What considerations have been given to the vehicle's infrared (IR)	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
			signature (2) Does the vehicle come delivered with a Chemical Agent Resistant Coating (CARC)?	
2.w.	General		Do you have a mobile camouflage solution that can be incorporated onto your vehicle system?	
2.x.	General		2.x.1. In which countries are you registered for the use or manufacture of controlled goods which are incorporated in your proposed vehicle? 2.x.2. Does your proposed vehicle have parts that have restrictions under either Controlled Goods regulations or International Traffic in Arms Regulations?	
2.y.	Foreign Military Sales		Is it possible to acquire your vehicle using Foreign Military Sales Case? If so, please provide the FMS case including costing that you would propose to Canada.	
3. Application of the Industrial and Technological Benefits (ITB) Policy				
3.a.	Defence Sector The ITB Policy seeks to promote economic development and long-term sustainment of Canadian businesses engaged in the manufacturing and delivery of products		3.a.1. Based on the high level requirements put forward by the Department of National Defence, describe what Direct Work activities your company would foresee undertaking in Canada for the production and sustainment of the LUV fleet? Please indicate which vehicles in the LUV fleet your response concerns. 3.a.2. What percentage of the Direct Work could be completed in Canada in the KICs identified above?	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
	and services used in government defence and security applications.			
3.b.	<u>Supplier Development</u> The ITB Policy seeks to improve the competitiveness of Canadian industry by encouraging Canadian industrial participation and the scaling up of Canadian companies including small and medium-sized businesses (SMB).		<p>3.b.1. The ITB Policy requires that at least 15 percent of the contractor's ITB obligation (equal to the value of the contract) be represented by work with Canadian SMB with less than 250 employees. To what extent can you commit to a SMB requirement of over 15 percent in order to nurture the development of Canadian SMB within the defence sector (includes both direct work on this procurement and work in other business areas)?</p> <p>3.b.2. What new supply chain opportunities could be made available to Canadian suppliers within the KICs identified above? For the supplier development opportunities identified, please specify the Direct and Indirect activities that could be performed with Canadian SMBs?</p>	
3.c.	<u>Skills Development and Training</u> The ITB Policy fosters the development and sustainment of a diverse, talented, and innovative Canadian workforce through		<p>3.c.1. What types of Skills Development and Training investments would produce the maximum benefit for Canadians (defence or commercial sector)?</p> <p>Examples:</p> <ul style="list-style-type: none">i. Work integrated learning programs (e.g., co-operative education; work placements);ii. Apprenticeship programs;iii. A new or existing skills development program at or	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
	access to training, education, opportunities and programs.		<p>iv. through a post-secondary institution; and Support for security certifications (e.g.: Top Secret, ITAR) or cybersecurity compliance certifications for Canadian companies, especially small and medium-sized businesses.</p> <p>3.c.2. What Skills Development and Training opportunities are available in the KICs identified above?</p>	
3.d.	<p><u>Research and Development (R&D)</u></p> <p>The ITB Policy promotes scientific investigation that explores the development of new goods and services, new inputs into production, new methods of producing goods and services, or new ways of operating and managing organizations.</p>		<p>3.d.1. What Direct or Indirect R&D investments could Canada motivate bidders to make as a result of this procurement?</p> <p>3.d.2. Is there potential to develop research partnerships with Canadian post-secondary institutions, publicly-funded research institutions or Canadian companies (such as consortia or centres of excellence)?</p> <p>i. If so, what research areas might your company pursue?</p> <p>ii. If not, what other research or development partnerships could be formed to support technology development in the KICs identified above?</p> <p>3.d.3. What should the minimum R&D requirement be (as a percentage of anticipated bid price) in order to motivate bidders to invest in high-value innovation within Canada?</p> <p>i. Please identify to what extent R&D investments could be performed in KICs identified above?</p> <p>3.d.4. To what extent are you able to support the licencing or transfer of IP to Canada related to your platform?</p>	

#	Category	Reference (Where in RFI Response document)	Question to Industry	Industry Response
3.e.	<u>Export</u> The ITB Policy promotes the ability of Canadian companies, including SMBs, to successfully tap into export markets, thereby increasing their productivity, and competitiveness in the global market.		<p>3.e.1. Please describe any export opportunities from Canada directly related to this procurement.</p> <p>i. To what extent do export opportunities exist in the KICs identified above?</p> <p>3.e.2. Is it feasible to secure sufficient intellectual property rights and an exclusive global product mandate to export from your Canadian-based operations, including subsidiaries and supply chain partners?</p> <p>3.e.3. Please describe any other high value export opportunities from Canada, whether commercial or defence sector, which could be leveraged as a result of this procurement.</p>	
3.f.	<u>Other questions</u>		<p>3.f.1. Are there other relevant KICs which align with the work to be conducted for the LUV project? If yes, please indicate which KICs should be considered and why. As part of your response, please describe how the proposed KICs would enhance the opportunities that could be leveraged through the Value Proposition for Canadian industry.</p> <p>3.f.2. Comparatively to price and technical merit, Value Proposition typically has a weight of at least 10% of the overall bid evaluation. What is your view on the weighting of the Value Proposition for the LUV project?</p> <p>3.f.3. Within the Value Proposition, what are your recommended minimum percentages of weighting for each of the Value Proposition pillars (i.e. Defence Sector, Supplier Development, Skills and Training, R&D, and Exports)?</p>	

4. Additional RFI Respondent related information

Please provide the following mobility specifications utilising the criteria below on the vehicle you expect proposing or could propose for the LUV project.

<u>Specifications Criteria</u>	Model / Variant	Model / Variant	Model / Variant	Model / Variant
Width limit (m)				
Cab Height Max (m)				
Length (m)				
Ground Pressure, Mean Max Pressure (MMP) in kPa, at max Payload				
Gross Power to Weight Ratio kW/tonne (hp/ton), at max Payload				
Ground Clearance: Minimum (mm), at max Payload				
Turning Performance circle between Curbs (m) at max Payload				
Fording depth (m) at max Payload	-	-	-	-
• Unprepared				
• Prepared				
Clearance Angles (deg)	-	-	-	-
• Approach, Min				
• Departure, Min				
• Under vehicle, Max				

5. Costing Details/Questions

Initial Acquisition

The purpose of the Light Utility Vehicle (LUV) costing annex is to request indicative costing information from suppliers in order to allow Canada to prepare its documents for the Project Approval process. Respondents are asked to provide indicative or rough order of magnitude (ROM) pricing for as many questions and activities as possible in this annex. If a specific cost element is not provided for any reason (e.g. it is included in the price for another item), please provide an explanation in your response.

Please provide a breakdown, to the lowest level possible, of the cost of the LUV solution your firm suggests that would enable Canada to meet all of the requirements laid out in Annex A.

Table 1: Acquisition

Reference: Annex A - Requirements			
Acquisition			
Any economy of scale for a certain quantity procured? If so, please provide additional information.			
Item	Requirements	Quantity (if applicable)	Firm Unit Price 0 = No Cost
Vehicles and Ancillary Equipment			
1	Light Multi-Role Vehicles with up to 4 variants:		
1.1	Command and Recce (C&R) Vehicle		
1.2	Utility Vehicle		
1.3	Military Police (MP) Vehicle		
1.4	Cable-Laying Vehicle		
2	Ancillary Equipment		
2.1	Military Police (MPV)/Signals Equipment		
2.2	Armour Protection		
2.3	Light Utility Trailers		

Reference: Annex A - Requirements			
Acquisition			
Any economy of scale for a certain quantity procured? If so, please provide additional information.			
Item	Requirements	Quantity (if applicable)	Firm Unit Price 0 = No Cost
3	Ongoing Program Management Cost that capture the costs for Core Activities and Reports is as follows; but not limited to:		
3.1	Project Master Plan		
3.2	Project Master Schedule		
3.3	Project Meeting Agenda and Minutes		
3.4	Kick-off Meeting		
3.5	Progress Review Meetings		
3.6	Action Item Register		
3.7	Data Management Plan		
3.8	Risk Management Plan		
3.9	Risk Register		
Integrated Logistics Support (ILS) Services			
4	Equipment Management		
4.1	Equipment Management Plan		
5	Technical Investigation and Engineering Services (TIES)		
5.1	Technician	Hourly Rate	
5.2	Engineer	Hourly Rate	
Provide any other related labour categories along with the costing information			
		Hourly Rate	
		Hourly Rate	
	(Please add rows as required)	Hourly Rate	
6	Fielding Support		
6.1	Fielding Service Representative (FSR) – Maintenance	Hourly Rate	
6.2	Fielding Service Representative (FSR) - Training	Hourly Rate	
6.3	Fielding Service representative (FSR) - Repair and Overhaul	Hourly Rate	

Reference: Annex A - Requirements				
Acquisition				
Any economy of scale for a certain quantity procured? If so, please provide additional information.				
Item	Requirements	Quantity (if applicable)	Firm Unit Price 0 = No Cost	
7	Systems Engineering			
7.1	Acceptance Plan			
7.2	Environmental, Health, and Safety Plan			
7.3	Equipment Breakdown structure			
7.4	Quality Assurance Plan			
7.5	Quality Control Inspection Reports			
7.6	System Requirements Review			
7.7	Preliminary Design Review			
7.8	Critical Design Review			
7.9	Production Readiness Review			
7.10	Systems Engineering Plan			
7.11	Systems Security Engineering Plan			
7.12	Technical Review Meetings			
8	Contracted Training Services			
8.1	Training Development Working Group			
8.2	Initial Cadre Training (ICT) – Operator Training (English and French)			
8.3	Initial Cadre Training (ICT) – Technician Training (English and French)			
8.4	ICT Courseware - Operator and Technician Training (English and French)			
9	Material Management			
9.1	Integrated Logistic Support (ILS) Plan			
9.2	Logistic Support Analysis Report (LSAR)			
9.3	LSAR Database			
9.4	Material Identification System			
9.5	Provisioning Documentation			

Reference: Annex A - Requirements				
Acquisition				
Any economy of scale for a certain quantity procured? If so, please provide additional information.				
Item	Requirements	Quantity (if applicable)	Firm Unit Price 0 = No Cost	
9.6	Initial Provisioning Conference			
9.7	Initial Provisioning Guidance Conference			
9.8	ILS Management Plan			
9.9	Initial Defence Resource Management Information System (DRMIS) Data Load			
9.10	Initial Delivery of ILS Goods			
9.11	Controlled Goods List			
9.12	Disposal Instructions			
10	Electronic Information Environment (EIE)			
10.1	Electronic Information Plan			
11	Maintenance			
11.1	Preventive and Corrective Maintenance Program			
12	Technical Data Package			
12.1	Technical Publication Package - Operation Manual (English and French)			
12.2	Technical Publication Package - Technical Manual (English and French)			
12.3	Technical Data Package - Drawings			
12.4	Preventative & Corrective Maintenance Manual (English and French)			
12.5	Interactive Electronic Technical Publications (IETP) and Updates			
12.6	Parts List based on LSA built into an Electronic Maintenance Manual			
12.7	Commercial Part Numbering Listing			
13	Software			
13.1	Licensing/Renewal			
13.2	Integration or ongoing support costs (as required)			
14	Configuration Management			
14.1	Conduct First Article Inspection			

Reference: Annex A - Requirements				
Acquisition				
Any economy of scale for a certain quantity procured? If so, please provide additional information.				
Item	Requirements	Quantity (if applicable)	Firm Unit Price 0 = No Cost	
14.2	Conduct Pre-Delivery Inspection			
14.3	Conduct Functional Configuration Audit			
14.4	Conduct Physical Configuration Audit			
14.5	Configuration Baseline			
14.6	Configuration Item List			
14.7	Configuration Management Plan			
14.8	Configuration Control System			
14.9	Configuration Status Accounting			
14.10	Change Control Process			
14.11	Engineering Change Control			
14.12	Technical Data Package (TDP) Changes			
15	Obsolescence Management			
15.1	High risk Components/Sub-systems			
15.2	Obsolescence management Issues Reports (as required)			
16	Special Tool and Test Equipment (STTE)			
16.1	Major STTE requirement /STTE Package			
17	Initial Provisioning			
17.1	Initial spare parts and two (2) years of annual replenishment spares			
17.2	Perform Spare Parts management			
18	Intellectual Property			
18.1	Licence to IP rights specified			
19	Cyber Assurance			
19.1	Cyber Assurance Program			

Table 2: In Service Support

Reference: Annex A - Requirements		
In Service Support		
Provide an annual rough cost breakdown based on the following aspects related to sustainment of the vehicles after the project closeout (vehicles in service).		
For costing purposes, please assume that a Performance Based Contract will be used. Provide the cost for each of the items under as a minimum, and add items as required.		
Item	Sustainment Requirement	
1	Integrated Logistic Support (ILS) Services	
1.1	Engineering (per year), such as but not limited to:	
1.1.1	Engineering Change Proposal (ECP) management (Modification)	
1.2	Configuration Management (CM)	
1.3	Obsolescence Management (OM)	
1.4	Field Service Representative (FSR)	
1.4.1	Training	
1.4.2	Ongoing technician/operator training, annual cyclic training for new technician/operators, potential regional FSRs (estimated amount per FSR/year)	
1.5	Technical publication management	
1.5.1	Sustainment (upgrade and review)	
1.6	Repair and Overhaul (R&O) – Forecasted annual costs	
1.6.1	Sub-Systems or component repair	
1.7	Spare Parts	
1.7.1	Spare Parts Replenishment (Consumables and Non-repairable parts)	
2.	Contractor support within Equipment Management Team (EMT) (Embedded FSR representing the contractor) annual cost estimate for activities such as bout not limited to:	
2.1	Technical support	
2.2	Engineering support	
2.3	Supply management support	

3	Licence to IP rights	
3.1	Annual fees or	
3.2	Royalties payment	

Annex D - Industry Engagement Follow-on Activities

1. One-on-One Industry Meetings

In addition to the RFI process, Canada intends meeting Industry participants individually to listen to their concerns, recommendations and solutions. Canada would analyze and summarize industry's input for further use during the definition of requirements phase or to identify topics that still need to be discussed at other consultation sessions, if required.

Canada anticipates holding an Industry Day, tentatively on 26 May 2020 and one on one Industry Meetings with Industry by end of May 2020 time frame. However, given the situation surrounding the coronavirus (COVID-19), Canada is revisiting its in-person attendance approach and will share more details shortly.

2. Additional Engagement Activities

Following the One-On-One meetings, Industry Participants might be invited to further individual meeting and/or Working Group Meetings to discuss specific issues, potential solutions, recommendations etc. Canada may also solicit input from industry through different other engagement activities.

3. Third Party Consultation

Third parties such as Industry Associations and Foreign Countries might be also consulted on an as and when required basis.

REGISTRATION – Industry Participants that wish to attend a One-on-one Meeting are to register by providing the PSPC Contracting Authority, identified herein, by email: TPSGC.PADGAMDVUL-APDMPBLUV.PWGSC@tpsgc-pwgsc.gc.ca with the registration information at Appendix 1 to Annex D. Canada would appreciate a response by 11 May 2020.

Please note that:

1. All interested stakeholders are encouraged to register.
2. Interested parties are encouraged to provide written comments and recommendations on the draft requirement definition, answer the list of Questions to Industry annexed to the RFI document and, if desired, suggest additional topics to the Contracting Authority they may wish to discuss at the one-on-one meeting.
3. Interested parties are reminded that, Canada will not reimburse organizations for any costs associated with participating in the Engagement process, including but not limited to, costs associated with preparing for and attending meetings.

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4. Canada reserves the sole right to change meeting dates, time, location and any other aspect of the overall approach for managing the meetings to accommodate the Engagement process, as deemed necessary by Canada.
 5. Participation is not a mandatory requirement. Not attending individual meetings will not preclude an interested industry supplier from participating in other engagement activities.
 6. Since the engagement process is intended to be informal in nature, Canada will not take formal minutes. Nor will Canada share, distribute or publish via Buyandsell.gc.ca, any notes taken by its representatives during meetings with industry. Each Respondent will be responsible for taking their own notes during their respective one-on-one meeting. However, Canada reserves the right to share with Industry some of the frequent questions posed by Respondents and their corresponding answers.
 7. Respondents are asked to please refrain from using the engagement process as a forum for marketing purposes.
 6. Media cannot participate in the one-on-one meetings.

Appendix 1 to Annex D

SECTION A: CORPORATE INFORMATION	
NAME OF FIRM/ASSOCIATION (Please include legal corporate name, corporate address, as well as a general telephone number and email address for any future correspondence required.) (Please note that all fields are mandatory.)	
Legal Corporate Name:	
Corporate Address (No./Street):	
City:	
Province:	
Telephone Number:	
Email Address:	

Section B: Corporate Representative Contact Information	
Representative's contact information details	
First Name:	
Last Name:	
Title:	
Email Address:	
Work Phone Number:	
Cell Phone Number:	