



National Defence

Défense nationale

National Defence Headquarters  
Ottawa, Ontario  
K1A 0K2

Quartier général de la Défense nationale  
Ottawa (Ontario)  
K1A 0K2

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

### RETURN BIDS TO: RETOURNER LES SOUMISSIONS À:

#### Bid Receiving Mailbox – Réception des soumissions

Email – Courriel: DLP53BidsReceiving.DAAT53  
Receptiondessoumissions@forces.gc.ca

#### Proposal To: National Defence Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any attached sheets at the price(s) set out therefore.

#### Proposition à : Défense nationale Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens et services énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

#### Solicitation Closes – L'invitation prend fin

At – à: 2:00 PM EDT – Eastern Daylight Time –  
Heure avancée de l'Est

On – le: September 28, 2020 – le 28 septembre, 2020

#### Title/Titre

AUTOMOTIVE REPAIR AND ESTIMATING INFORMATION  
SYSTEM

#### Solicitation No – N° de l'invitation

W8486-207209/A Amendment 002

#### Date of Amendment – Date de Modification

September 18, 2020 – le 18 septembre, 2020

#### Address Enquiries to – Adresser toutes questions à

National Defence Headquarters  
101 Colonel By Dr  
Ottawa, Ontario  
K1A 0K2  
Attn: DLP 5-2-2-1

#### Telephone No. – N° de téléphone

819-939-6602

#### Destination

Specified Herein  
Précisé dans les présentes

#### Instructions:

Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

#### Instructions:

Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.

#### Delivery Required – Livraison exigée

See Herein

#### Delivery Offered – Livraison proposée

#### Vendor Name and Address – Raison sociale et adresse du fournisseur

#### Name and title of person authorized to sign on behalf of vendor (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)

Name / Nom \_\_\_\_\_

Title / Titre \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## **Amendment 002**

This amendment is raised to publish questions and answers and to modify the Request for Proposal.

**Question 1:** “Sec. 6.18(b) – Page 23 – We would like the DND to strike this from the RFP, our software is “out of box” and not custom in any way, it would also be hard to adhere to the 12-months’ notice portion”

**Answer 1:** This clause is a generic software clause to ensure that DND will always have a continued working software regardless of the version or any other changes to the software package you offering (whether it's a custom or out of box). Also the written notice is simply asking for a heads up. We would like to keep this clause. As long as we have a working software that meets our requirement then good.

**Question 2:** ANNEX “A” 4.2.2 – “and must have an annotate feature that allows custom notes to be added for reference.” Needs to be stricken as that is not a functionality of our software. It may also be worth noting that TSB’s are specific to automotive manufacturers

**Question 3:** TRIS must include diagnostic, repair, safety recall notices and technical service bulletins for class 4-8 trucks. As mentioned above these are features in the AIS program, but not currently in the TRIS program

**Answer 2&3:** Please see the attached revised Annex “A” - Requirements.

## **Updates**

1. Updated Annex “A” – Requirements as per the attachment.

2. Solicitation Closes:

Delete Solicitation Close Date:  
September 21, 2020

Insert Solicitation Close Date:  
September 28, 2020

All other terms and conditions remain unchanged

Annex A  
W8486-207209  
14 September 2020



**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.

# **PURCHASE DESCRIPTION**

## **FOR**

# **AUTOMOTIVE REPAIR AND ESTIMATING INFORMATION SYSTEM**

---

**OPI DSVPM 4 – DAPVS 4**

Issued on Authority of the Chief of the Defence Staff

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

© 2017 DND/MDN Canada

RDIMS No: 5387582

Page 1 of 6



<b>1.0</b>	<b>SCOPE</b>	<b>3</b>
<b>1.1</b>	<b>Purpose.</b>	<b>3</b>
<b>1.2</b>	<b>Background.</b>	<b>3</b>
<b>2.0</b>	<b>INSTRUCTIONS AND DEFINITIONS</b>	<b>3</b>
<b>2.1</b>	<b>Instructions.</b>	<b>3</b>
<b>2.2</b>	<b>Definitions.</b>	<b>3</b>
<b>3.0</b>	<b>APPLICABLE DOCUMENTS</b>	<b>3</b>
<b>4.0</b>	<b>REQUIREMENTS</b>	<b>4</b>
<b>4.1</b>	<b>Standard design.</b>	<b>4</b>
<b>4.2</b>	<b>Information.</b>	<b>4</b>
<b>5.0</b>	<b>PROGRAM FEATURES</b>	<b>6</b>
<b>6.0</b>	<b>TECHNICAL MANAGEMENT SUPPORT</b>	<b>6</b>
<b>6.1</b>	<b>Product Support/ Customer Services.</b>	<b>6</b>
<b>6.2</b>	<b>Information update.</b>	<b>6</b>
<b>7.0</b>	<b>ELECTRONIC OPERATING ENVIRONMENT</b>	<b>6</b>

## 1.0 SCOPE

### 1.1 Purpose.

This document describes the requirement for an Automotive Information Systems (software) (AIS) and Truck Repair Information System (TRIS), consisting of online interactive software. The DND AIS / TRIS will be used to obtain instant access to up-to-date technical data to expedite repairs and in the case of the AIS, to staff accurate mechanical parts and labour estimates on the DND Light Commercial Fleet of vehicles.

### 1.2 Background.

The AIS and TRIS software are the diagnostic programs used by DND personnel to maintain and repair commercial vehicles. Technicians require automotive diagnostic, repair, parts/labour and estimating functions. The parts portion of the software **must** include sufficient text and illustrations material that will assist mechanics in identifying and trouble-shooting repair activities.

## 2.0 INSTRUCTIONS AND DEFINITIONS

### 2.1 Instructions.

- a. Requirements, which are identified by the word “**must**” are mandatory. Deviations will not be permitted;
- b. Requirements identified by “**must** . . . or *equivalent*” are mandatory. The Technical Authority will consider substitutes/alternatives offered and will provide acceptance if suitable; and
- c. Where “**must**”, “**must**” . . . or **equivalent**” or “will” are not used, the information provided is for guidance only.

### 2.2 Definitions.

- a. “**Technical Authority**” (TA) means the official responsible for technical management of this requirement.

## 3.0 APPLICABLE DOCUMENTS

Not applicable to this Purchase Description.

## 4.0 REQUIREMENTS

### 4.1 Standard design.

The system **must** be the manufacturer's latest online standard commercial version compatible with the DND standard workstation as described in paragraph 7, Electronic Operating Environment.

### 4.2 Information.

The AIS / TRIS **must** include extensive information on model year 2000 and newer vehicles. Vehicles covered **must** include North American and European and Asian Light Vehicles sold in Canada, Light Trucks and Vans up to 1.75 Ton.

#### 4.2.1 Coverage.

Service and repair information **must** be provided consisting of, as a minimum, the following service categories:

AIS	TRIS
Engine	Diesel Engine performance
Exhaust system	Gas Engine performance
Cooling system	Engine mechanical
Power train management	Blowers & Turbochargers
Transmission and Drive train	Clutches
ABS and Traction control	Engine brakes
Starting and Charging system	Drives axles
Steering	Transmissions
Suspension	Transfer Case
Heating and Air conditioning	Steering & Suspension
Air bags and Seat belts	Air Brakes
Emission controls	Hydraulic Brakes
Cruise control	Electrical
Instrument panel, gauges and warning indicators	Heating and Air Conditioning
Wiring Diagrams	Wiring Diagrams
Wheel alignment	General Information and Maintenance
Windows and Glass Wiper and Washer system	
Diagnostic Procedures	
Maintenance (Service Intervals)	

#### 4.2.2 Original Equipment Manufacture (OEM) Technical Service Bulletins (TSB's)

Bulletins **must** be updated as a minimum, monthly, and **must** be searchable by system or symptom.

#### 4.2.3 Safety Recall Bulletins.

These **must** be updated as a minimum, monthly. The database **must** contain detailed and complete bulletins.

#### **4.2.4 Color Coded Electrical Diagrams**

These are designed to aid in the diagnosis of electrical faults. These diagrams **must** be in color and clearly labelled with wiring colors and be presented in a consistent, and clear format. The wiring diagram feature of the program **must** possess a zoom feature which permits viewing and printing of the entire diagram or a specific portion of such. Printed Electrical Diagrams **must** be high quality and colour identifications of each wiring route **must** be clear and unambiguous.

- a. Any wiring diagrams scanned directly from OEM shop manuals **must** be of sufficient quality to allow printing of the entire diagram or a portion of the diagram, enlarged by a factor of ten. Printed diagrams **must** be of high quality with sufficient detail to allow the follow-on production of clear legible photocopies.

#### **4.2.5 Maintenance Schedules.**

For normal and severe (AIS only) service they **must**:

- a. List the general service procedures required at specific mileages; and
- b. Provide warnings and cautions on conditions that could result in personal injury, or equipment damage.

#### **4.2.6 Service/Repair/Component Test Procedures.**

The database **must** contain comprehensive (size in excess of 60,000 articles) and accurate information on all areas of vehicle repair. The technical data **must** be detailed, up-to-date and have the following features:

- a. Be easy to navigate through;
- b. consistent for all vehicles, regardless of manufacturer;
- c. Arranged in a logical system /sub-system / component hierarchy to expedite repairs;
- d. Include both text and illustrations; and
- e. Be viewed together or easily accessed by switching between the text and the image.

#### **4.2.7 AIS Only - Parts and Labour Estimating Guide.**

The Guide **must** display:

- a. Factory (OEM) part numbers;
- b. Suggested retail parts prices;
- c. Researched labour times; and

The program **must** also allow for user inputted labour rates and allow parts and labour to be estimated separately. To make the estimating function easy to learn and consistent with the rest of the database, the information contained in the Parts and Labour Estimating Guide **must** be organized using the same component hierarchy as the Service Repair data described in sub-paragraph 4.2.6 above.

**4.2.8** All of the above paragraphs, 4.2.2 to 4.2.7, **must** be printable either separately or grouped.

## 5.0 PROGRAM FEATURES

The program **must** include the following features:

- a. A Help Function that is available at all times and at all levels within the system to provide function specific help on the various program topics;
- b. A Search Feature that allow for quick extraction of information related to the current maintenance task;
- c. An article recall or history feature, allowing for quick access of the last 10 or more previously accessed articles; and
- d. An on-line training section through a centralized portal to access support and training resources.

## 6.0 TECHNICAL MANAGEMENT SUPPORT

### 6.1 Product Support/ Customer Services.

Toll-free product support phone service **must** be provided during normal working hours throughout the term of the contract. The bidder **must** specify the normal working hours during which this service is available. This product support service **must** be capable of providing answers to all technical, repair information, hardware/software questions and other inquiries concerning the program.

### 6.2 Information update.

The maintenance data including all technical bulletins, warranty notices, safety related recalls and parts/labour estimating guide **must** be updated as a minimum, monthly with no user interaction required.

## 7.0 ELECTRONIC OPERATING ENVIRONMENT

The standard DND workstation consists of the following minimum specifications and both information systems **must** be able to operate through Internet Explorer 11:

Microsoft Windows 7 (32 bit environment).

Processor: Intel Pentium 4

Hard drive: 100 gigabyte

Memory: 2 GB RAM

Web Browser

Firefox

Chrome

Video: SVGA