



National Defence

National Defence Headquarters
Ottawa, Ontario
K1A 0K2

Défense nationale

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

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

RETURN BIDS TO: RETOURNER LES SOUMISSIONS À :

Bid Receiving - PWGSC - Réception des soumissions - TPSGC
11 Laurier St. - 11 rue Laurier
Place du Portage, Phase III
Core 0B2 - Noyau 0B2
Gatineau, Québec K1A 0S5

Attention: - Attention :
Joe Shepstone, DLP 5-3-4-3

Solicitation Closes - L'invitation prend fin

At - à :
2:00 PM - 14:00

On - le :
September 22, 2020

Time Zone - Fuseau Horaire :
Eastern Daylight Time (EDT)
Heure avancée de l'Est (HAE)

Title - Sujet Electric Motor, Platform Lift Order Picker préparateur de commandes à moteur électrique avec plate-forme relevable		Amendment No. - N° modif. 002
Solicitation No. N° de l'invitation W8476-206293/A	Date of Amendment Date de modification September 18, 2020	
Address enquiries to: - Adresser toute demande de renseignements à : Joe Shepstone E-Mail Address - Courriel victor.shepstone@forces.gc.ca		
Destination See herein - Voir aux 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 - Voir aux présentes	Delivery offered Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Person authorized to sign on behalf of Vendor/Firm (type or print): La personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie) :	
Name - Nom	Title - Titre
Signature	Date

THIS SOLICITATION AMENDMENT IS RAISED TO:

1. Provide clarification and answers to questions from potential suppliers;
2. Amend the solicitation to clarify the Purchase Description.

QUESTIONS AND ANSWERS:

<p>Question 2</p>	<p>1.4. Requirements Summary Table - Vehicles covered by this Purchase Description are represented as Configurations. The following table indicates performance and features by Configuration:</p> <p>OPERATOR PLATFORM CAPACITY</p> <p>3.4.2(a) - kg 133 lb 295</p> <p>Can you accept 130kg in lieu of 133kg?</p>
<p>Answer 2</p>	<p>Yes – an operator platform capacity of 130kg is acceptable.</p> <p>Please refer to revised Purchase Description.</p>
<p>Question 3</p>	<p>3.3.1 Vehicle's Stability and Safety – All vehicle design, construction and safety aspects must be in accordance with the latest edition of ANSI/ITSDF B56.1.</p> <p>ANSI B56.1 is typically the standard for lift trucks.</p> <p>This type of vehicle falls into requiring ANSI A92.20 standard (Aerial platforms/Vertical lifts).</p> <p>Can you accept a vehicle that meets ANSI A92.20 standards, in lieu of ANSI B56.1?</p>
<p>Answer 3</p>	<p>Yes – a vehicle that meets ANSI A92.20 standard is acceptable.</p> <p>Please refer to revised Purchase Description.</p>
<p>Question 4</p>	<p>With reference to Annex A: Purchase Description (PD) for Electric Motor Driven Order-Picker with Stand-Up Platform Lift, Section 3.4.2 Maneuverability (b) The vehicle must have a minimum turning radius of that given as "TURNING RADIUS" in the Requirements Summary Table. And refer to Annex A: Section 1.4 Requirements Summary Table, the turning Radius is requested to be minimum 52in/1320mm.</p> <p>Please advise if Minimum Turning Radius about 47in/1194mm would be acceptable, since lower turning radius is preferable.</p>
<p>Answer 4</p>	<p>A correction has been made. This (52in/1320mm), in fact, should be read as the maximum allowable turning radius. Please refer to the revised Purchase Description (PD).</p>
<p>Question 5</p>	<p>With reference to Annex A: Purchase Description (PD) for Electric Motor Driven Order-Picker with Stand-Up Platform Lift, Section 3.4.3 Functions and Characteristics (e) The vehicle must have a load tray height of at least that given as "EXTENDED TRAY HEIGHT" in the Requirements Summary Table, when the operator platform is fully raised and measured from the floor to the top of the platform;. And refer to Annex A: Section 1.4 Requirements Summary Table, the extended tray height is requested to be minimum 156in/4962mm, also the platform lift height is requested to be 115in/2921mm.</p> <p>The requested extended tray height is not achievable while this height should be about 1000mm higher than the platform lift height (see attached picture remarks 8 or 9) because it should be high enough for the operator to place the orders by hand. I believe 4942mm height required could be the Work height (see attached picture, remark 10) which is measured from the ground to the height reachable by fully raised operator hands, since it could be about 2000mm higher than the platform height where the operator stands.</p> <p>Please advise if Extended Tray Height of 160in/4065mm would be acceptable therefore the working height of 195in/5000mm will be achievable.</p>

	<p>Also as per Section 3.4.3 Functions and Characteristics (d) and (e) the definitions of Platform Lift Height and Extended Tray Height are mentioned exactly the same which is wrong. Please correct Section 3.4.3 Functions and Characteristics (e) Extended Tray Height to the following:</p> <p>(e) The vehicle must have a load tray height of at least that given as "EXTENDED TRAY HEIGHT" in the Requirements Summary Table, when the operator platform is fully raised and measured from the floor to the top of the tray;</p>
Answer 5	<p>There is a typing error in the conversion between inch and millimeter. This has been corrected to read 156 in/3962mm instead of 156in/4962mm.</p> <p>Texts of section 3.4.3 (e) of Purchase Description (PD) have been revised to reflect actual definition of extended tray height. Please refer to the revised Purchase Description (PD).</p>
Question 6	<p>The order picker we are going to offers could be supplied with any of the following batteries:</p> <ul style="list-style-type: none"> - Wet 24V 180Ah (4.32 kWh) - Wet 24V 219Ah (5.25 kWh) - Maintenance free 24V 200Ah (4.80 kWh) <p>With reference to Annex A: Purchase Description (PD) for Electric Motor Driven Order-Picker with Stand-Up Platform Lift, Section 3.15 Electrical System (a) The vehicle must be provided with maintenance-free dry batteries having a minimum battery capacity of 5 kWh. Since you required maintenance free batteries will Canada accept 4.8 kWh capacity instead of 5 kWh? Or will Canada accept Wet battery with 5.25 kWh?</p>
Answer 6	<p>A battery capacity of 4.8kWh is acceptable as long as all other requirements described in the Purchase Description are satisfied.</p>

THIS SOLICITATION IS HEREBY AMENDED AS FOLLOWS:

1.1 DELETE from Annex A – Requirement: "The Canadian Forces Material Handling Equipment Purchase Description (PD) for Electric Motor Driven Order-Picker with Stand-Up Platform Lift" dated 27 July 2020 in its entirety, and

REPLACE with attached Annex A – Requirement: "The Canadian Forces Material Handling Equipment Purchase Description (PD) for Electric Motor Driven Order-Picker with Stand-Up Platform Lift" dated 15 September 2020.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.



NOTICE

This documentation has been reviewed by the Technical Authority and does not contain controlled goods.

AVIS

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

The Canadian Forces Material Handling Equipment
Purchase Description (PD) for Electric Motor Driven Order-Picker with Stand-Up Platform Lift

15 September 2020

OPI: DSVPM 4/DAPVS 4
National Defence Headquarters
Major General George R. Pearkes Building
Ottawa, Ontario
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Issued on Authority of the Chief of the Defence Staff
Publiée avec l'autorisation du Chef d'état-major de la Défense



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1. **SCOPE**

1.1. **Scope** – This purchase description covers the requirements for an Electric Motor Driven Order-Picker with Stand-Up Platform Lift Truck.

1.2. **Instructions** – The following instructions apply to this Purchase Description:

- (a) Requirements, which are identified by the word “***must***”, are mandatory. Deviations will not be permitted;
- (b) Requirements identified with a “will” define actions to be performed by Canada and require no action/obligation on the Contractor’s part;
- (c) Where “***must***”, or “will” are not used, the information provided is for guidance only;
- (d) Requirements identified by “***must***” or “***Equivalent***” are mandatory. The ***Technical Authority*** will consider substitutes/alternatives for acceptance as a ***Technical Authority*** approved ***equivalent***,
- (e) Where a standard is specified and the Contractor has offered an ***Equivalent***, that ***equivalent*** standard ***must*** be supplied by the Contractor, at no cost to Canada, when requested by the ***Technical Authority***;
- (f) Where technical certification is required, a copy of the certification or an ***Equivalent must*** be provided by the Contractor upon request; and
- (g) Metric measurements ***must*** be used to define the requirement. Other measurements are for reference only and may not be exact conversions.

1.3. **Definitions** - The following definitions apply to the interpretation of this Purchase Description:

1.3.1 “***Provided***” ***must*** mean “provided and installed”; and

1.3.2 “***Equivalent***” – A standard, means, or component type, which has been accepted by the ***Technical Authority*** as meeting the specified requirements for form, function and performance.

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

CHARACTERISTIC	CLAUSE	UNITS	CONFIGURATION
GRADEABILITY	3.4.1(a)	percentage	14
		degree	8
OPERATOR PLATFORM CAPACITY	3.4.2(a)	kg	130
		lb	287
LOAD DECK CAPACITY	3.4.2(b)	kg	113
		lb	250
TRAY CAPACITY	3.4.2(c)	kg	90.7
		lb	200
PLATFORM LIFT HEIGHT	3.4.2 (d)	mm	2921
		ln	115
EXTENDED TRAY HEIGHT	3.4.2(e)	mm	3962
		in	156
COLLAPSED HEIGHT	3.4.2(f)	mm	1524
		in	60
OVERALL WIDTH	3.4.2(g)	mm	914
		in	36
TURNING RADIUS	3.4.3(b)	mm	1320
		in	52
BATTERY CAPACITY	3.15(a)	KWh	4.8

2. **APPLICABLE DOCUMENTS**

2.1. **Government Furnished Documents** - NOT APPLICABLE

2.2. **Other Publications** - The following documents form part of this Purchase Description. Websites for the organization are given when available. Effective documents are those in effect on date of manufacture. Sources are as shown:

2.2.1 ANSI A92.20

Design, Calculations, Safety Requirements and Test Methods for Elevating Work Platforms

American National Standards Institute

1899 L Street, NW, 11th Floor, Washington, DC, 20036

<http://www.ansi.org/>

2.2.2 UL 583 Standards for Safety, Electric Battery Powered Industrial Trucks

Underwriters' Laboratories of Canada

7 Crouse Road,

Scarborough, Ontario, M1R 3A9

<http://www.ulc.ca/>

3. **REQUIREMENTS**

3.1. **Standard Design**

- 3.1.1 The vehicle **must** be the latest model from a manufacturer who has demonstrated acceptability by manufacturing and selling this type and size class of vehicle for at least one (1) year;
- 3.1.2 The vehicle **must** have engineering certification available, upon demand, for this application from the original equipment manufacturers (OEM) of major equipment systems and assemblies;
- 3.1.3 The vehicle **must** conform to all applicable laws, regulations and industrial standards governing manufacture, safety, noise levels and emissions in effect in Canada at the time of manufacture;
- 3.1.4 The vehicle **must** have systems and components not operating at greater than their ratings published by the systems or components manufacturers; and
- 3.1.5 The vehicle **must** include all components, equipment and accessories normally supplied for the model offered, although they may not be specifically be described in this Purchase Description.

3.2. **Operating Conditions**

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

3.3. **Safety Standards**

- 3.3.1 **Vehicle's Stability and Safety** – All vehicle design, construction and safety aspects **must** be in accordance with the latest edition of ANSI/ITSDF A92.20.
- 3.3.2 **Hazardous Materials** – The contractor **must** minimize the use of hazardous materials, ozone depleting substances, polychlorinated biphenyls, asbestos and heavy metals used in the fabrication of the product supplied. Items considered as hazardous materials **must** be those given in the Hazardous Products Acts. The contractor **must** provide Material Safety Data Sheets to the **Technical Authority** of all the above substances used in the fabrication of the product supplied.

3.3.3 **"E" Safety Rating**

- (a) The vehicle **must** be compliant to the requirements of an "E" Rating in accordance with Standard UL 583;
- (b) The UL or equivalent certification **must** be provided to the Technical Authority, upon request; and
- (c) A UL authorized certification mark confirming the vehicle meets the UL safety rating **must** be permanently affixed to the vehicle before delivery

3.4. **Performance**

3.4.1 **Vehicle Performance**

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- (a) The vehicle, loaded to the “**LIFT CAPACITY**” listed in the Requirements Summary Table (paragraph 1.4) **must** achieve a gradeability of at least 15 percent under terrain conditions specified in section 3.2.2.

3.4.2 **Functions and Characteristics**

- (a) The vehicle **must** have an operator platform having a capacity of at least that given as “**OPERATOR PLATFORM CAPACITY**” under the Requirements Summary Table;
- (b) The vehicle **must** have a load deck having load carrying capacity of at least that given as “**LOAD DECK CAPACITY**” under the Requirements Summary Table;
- (c) The vehicle **must** have a load tray having a capacity of at least that given as “**TRAY CAPACITY**” under the Requirements Summary Table;
- (d) The vehicle **must** have a lift height of at least that given as “**PLATFORM LIFT HEIGHT**” in the Requirements Summary Table, when measured from the floor to the top of the platform;
- (e) The vehicle **must** have a load tray height of at least that given as “**EXTENDED TRAY HEIGHT**” in the Requirements Summary Table, when the operator platform is fully raised and measured from the floor to the top of the load-tray;
- (f) The vehicle **must** have an overall vehicle height, with platform collapsed and in vertical position, of no more than that given as “**COLLAPSED HEIGHT**” in the Requirements Summary Table; and
- (g) The vehicle **must** have an overall vehicle width of no more than that given as “**OVERALL WIDTH**” in the Requirements Summary Table.

3.4.3 **Maneuverability**

- (a) The vehicle **must** operate in a 1,219 mm (48-inch) wide aisle having at least 50 mm (2-inch) of clearance on each side without rail guides; and
- (b) The vehicle **must** have a turning radius of no more than that given as “**TURNING RADIUS**” in the Requirements Summary Table.

3.5. **Equipment**

- (a) **Load Tray** - The vehicle **must** be equipped with a powered, vertically moving load tray having a load capacity specified in section 3.4.2(c); and
- (b) **Load Deck** - The vehicle **must** be equipped with a stationary load deck in front of the operator station having a load capacity specified in section 3.4.2(b).

3.5.1 **Other Equipment**

- (a) **Storage** - The vehicle **must** include mast storage pockets and/or bins; and
- (b) **Rail Guides** - The vehicle **must** include removable rail guide rollers.

3.6. **Operator Station**

- (a) The Operator station **must** be a stand-up style;

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- (b) The Operator Station **must** include an interlocking rear gates;
 - (c) The Operator Station **must** include stationary safety rails on the sides of the operator station;
 - (d) The Operator Station **must** include at least one (1) compartment for storing items or documents they may be needed during operation;
 - (e) The Operator Station **must** include a floor mat for reducing operator fatigue;
 - (f) The Operator Station **must** include utility hooks with a capacity of at least 20 lbs each; and
 - (g) The Operator Station **must** include a digital display to prompt operator through safety features.
- 3.7. **Chassis** - The vehicle chassis **must** be the standard for an order picker vehicle of this type and size.
- 3.8. **Engine** – The vehicle **must** be provided with an electric AC traction motors for this type and size of vehicle.
- 3.9. **Drive Unit** - The vehicle **must** be provided with a drive unit for this type and size of vehicle.
- 3.10. **Brake System**
- (a) The vehicle **must** be provided with braking system that is automatically applied when the operator reduces vehicle speed as well as when the operator is not engaged with the throttle control;
 - (b) The braking system **must** include a parking brake that is automatically applied after the movement of the vehicle is completely stopped.
- 3.11. **Steering** - The vehicle **must** be equipped with a steering system, which **must** conform to with CSA B335 or an **equivalent**.
- 3.12. **Wheels, Rims and Tires** - The vehicle **must** be provided with commercially available wheels and tires for this type and size of vehicle.
- 3.13. **Controls**
- (a) The vehicle **must** be provided with a throttle control and controls for the powered lift tray;
 - (b) The vehicle **must** be provided with raise and lower controls on the operator platform as well as on a second location that is accessible from the ground level;
 - (c) The vehicle **must** be provided with a system to ensure that the vehicle can only start when operator platform is in the bottom position;
 - (d) The vehicle **must** have a travel speed switch where the operator can choose slower or faster movement of speeds; and

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- (e) The vehicle **must** be provided with a mechanism for lowering the operator platform in case of malfunctioning of the vehicle's electronic raise and lowering controls.

3.14. **Instruments** :

3.14.1 The vehicle **must** be provided with an hour-meter with numerical read-out which records accumulated running time up to 9,999 hours and a battery state-of-charge indicator with lift interrupt;

3.14.2 The hour-meter **must** be able to display travel hours, idle hours, and raise hours; and

3.14.3 The vehicle **must** be provided with a diagnostic tool or device with digital display for basic troubleshooting of the vehicles.

3.15. **Electrical System**

(a) The vehicle **must** be provided with maintenance-free dry batteries having a minimum battery capacity as given as "**BATTERY CAPACITY**" in the Requirements Summary Table;

(b) The vehicle **must** be provided with battery connectors colour coded to indicate the polarity;

(c) The vehicle **must** be provided with a CSA approved battery charger that charges batteries from a 220 volt/three phase, 60 Hz power source;

(d) The vehicle **must** be provided with a readily accessible, driver operated warning horn;

(e) The vehicle **must** audible alarm which is activated when the vehicle is in movement and/or lifting/lowering mode; and

(f) The vehicle **must** have an alarm system to alert operator that the interlocking gate is open.

3.15.1 **Electrical System Option** – When requested, the vehicle **must** be provided with a battery charger that charges batteries from a 550 volt/three phase or 208 or 110 volt/single-phase 60 Hz power source, in lieu of the charger specified in 3.15(c).

3.16. **Lighting** – The vehicle lighting **must** be the manufacturer's standard.

(a) **Working Lights** – The vehicle's lighting **must** include lights illuminating the front working area for operations in dark locations; and

(b) **Movement Strobe Light** – The vehicle **must** include an amber strobe light mounted on front and rear of the vehicle, which is activated when vehicle is moving forward, in reverse, lifting, or lowering.

3.17. **Hydraulic System** - The hydraulic system **must** be the manufacturer's standard complete with all components required for the operation of the hydraulic equipment specified.

3.18. **Lubricants and Hydraulic Fluids** - The vehicle **must** be serviced with standard, non-proprietary lubricants and hydraulic fluids.

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- 3.19. **Paint** - The vehicle **must** be painted using manufacturer's standard commercial colours. The prime coating **must** be a high-durability, corrosion-resistant type. The prime coating **must** be epoxy type or baked powder coat or an **equivalent**.
- 3.20. **Identification** - The following information **must** be permanently marked in a conspicuous and protected location:
- (a) Manufacturer's name, model and serial number; and
 - (b) Manufacturer's Vehicle Identification Number (VIN), where applicable.

4. INTEGRATED LOGISTICS SUPPORT

4.1. Documentation and Support Items

4.1.1 Items Provided to Technical Authority

(a) Manuals for Approval

- i. The Contractor **must** supply, no later than thirty (30) days prior to the forklift(s) being shipped to their delivery destination, a set of manuals for each Configuration/model, in digital format, including the operator, parts and maintenance (shop repair) manuals. Manuals may cover more than one (1) Configuration/model;
- ii. The set of manuals **must** include manuals for all the specified accessories and features for the Configuration/model. Accessory manuals may be included as supplements to the vehicle manuals;
- iii. The operator manuals **must** be supplied in a bilingual format as a package;
- iv. Digital copies **must** be functional without the requirement for a password, an auto-run installation procedure or an Internet connection;
- v. Digital copies **must** be supplied by an electronic media such as removable USB memory stick or other cloud storage system approved by the Technical Authority;
- vi. Digital copies **must** be supplied in a searchable PDF format;
- vii. The electronic media **must** be permanently and legibly marked with a list of contents;
- viii. Manual approval or comments will be supplied within 15 working days of receipt;
- ix. The Contractor **must** supply responses to the Technical Authority's (TA) comments. If comments are acceptable, the TA will approve manuals;
- x. Manuals will not be returned; and
- xi. Paper copies of manuals delivered under this contract **must** have the same content as the electronic format approved by the **Technical Authority**.

(b) Photographs and Line Drawings

- i. The Contractor **must** supply, no later than thirty (30) days prior to the forklift(s) being shipped to their delivery destination, two (2) digital colour photographs, one left-front three-quarter view, and one right-rear three-quarter view of each Configuration/Model;

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- ii. One (1) digital colour photograph of each attachment taken at the three-quarter view that best illustrates the attachment **must** be supplied;
 - iii. One (1) front-view and one side-view line drawing showing dimensions of the vehicle **must** be supplied. Brochure line drawings are acceptable;
 - iv. Photographs **must** have a plain background;
 - v. Photographs **must** be in a JPEG (*Joint Photographic Experts Group*) format; and
 - vi. Photographs **must** have a resolution of at least eight (8) Mega pixels.

(c) **Data Summary**

- i. The Contractor **must** supply, no later than thirty (30) days prior to the forklift(s) being shipped to their delivery destination, a bilingual data summary for each Configuration/model, with vehicle data (including accessories and features) and a vehicle picture;
- ii. The **Technical Authority** will supply a bilingual template of a data summary to the Contractor;
- iii. The Contractor **must** supply a digital copy (MS Word) of the completed data summary for approval;
- iv. Data summary approval or comments will be supplied within 15 working days of receipt; and
- v. The Contractor **must** supply responses to the **Technical Authority's** comments.

(d) **Safety Data Sheets**

- i. The Contractor **must** supply, no later than thirty (30) days prior to the forklift(s) being shipped to their delivery destination, a list, in digital format, of all hazardous materials used on the vehicle;
- ii. If there are no hazardous materials used, this **must** be stated on the list; and
- iii. The Contractor **must** supply safety data sheets in both official languages, in digital PDF format for all hazardous materials in the list.

(e) **Warranty Letter**

- i. The **Technical Authority** will supply, no later than thirty (30) days prior to the forklift(s) being shipped to their delivery destination, a bilingual warranty letter template to the Contractor;

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- ii. The Contractor **must** supply a complete description of the warranty with the requested warranty terms and any system or sub system warranty that exceeds the minimum requested;
 - iii. The warranty letter **must** include the name and contact information of the closest designated warranty provider and other designated warranty providers across Canada; and
 - iv. The Contractor **must** supply the original warranty letter in digital format, for each vehicle delivered, to the **Technical Authority**.
- (f) **Initial Parts Kit List**
- i. The Contractor **must** supply, no later than thirty (30) days prior to the forklift(s) being shipped to their delivery destination, a list of parts needed to perform preventive maintenance on one (1) vehicle for a period of one (1) year in accordance with the maintenance manual for each Configuration/Model;
 - ii. A complete change of all filters and filter elements **must** be included in the list; and
 - iii. The list **must** include the following elements: part description; Original Equipment Manufacturer (OEM) Part number; suggested quantity; and unit cost.
- (g) **Training Plan(s)** - The Contractor **must** supply, no later than thirty (30) days prior to the forklift(s) being shipped to their delivery destination, a training plan for approval for each of the training courses listed in this purchase description to the **Technical Authority**. Approval or comments will be supplied within 15 working days of receipt of the training plan.

4.1.2 **Items with Each Vehicle**

- (a) **Operator's Manual** - The Contractor **must** supply an approved bilingual operator's manual in both paper and digital format with each vehicle delivered;
- (b) **Warranty Letter** - The Contractor **must** supply a copy of the warranty letter with each vehicle delivered;
- (c) **Safety Data Sheets**
 - i. The Contractor **must** supply a set of safety data sheets; and
 - ii. The safety data sheets **must** be the same as those supplied to the **Technical Authority** as described in the purchase description.
- (d) **Initial Parts Kit**
 - i. One (1) initial parts kit **must** be supplied; and
 - ii. The initial parts kit **must** include a set of parts in the approved initial parts kit list as described in this purchase description.
- (e) **Maintenance Manual**

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- i. The Contractor **must** supply the approved maintenance (shop repair) manuals in paper and digital format in English required for the maintenance and repair of the vehicle, features and accessories; and
 - ii. The Contractor may supply this deliverable as a bilingual package.
- (f) **Parts Manual**
- i. The Contractor **must** supply the approved parts manuals for the vehicle, features and accessories;
 - ii. The parts manual **must** be supplied in English in paper and digital format;
 - iii. It is desirable to supply the parts manual in French in addition to the English version; and
 - iv. Digital parts manuals **must** be supplied in a searchable PDF format CD/DVD-ROM.

4.2. **Training**

(a) **Training - Familiarization**

- i. The Contractor **must** supply a familiarization course, at the delivery destination, optimized for operators and technicians who are qualified on the vehicle type but require training on newer or unique features and sub-systems of the delivered model;
- ii. The instructor **must** be an OEM Factory Certified Training Provider;
- iii. The course **must** be delivered in the official language (English or French) specified in the contract for that delivery destination;
- iv. **Curriculum**
 - 1. The familiarization course **must** include operation and maintenance segments;
 - 2. The operation segment **must** include safety precautions to be observed while operating and servicing the vehicle, vehicle operating characteristics, pre-operating and shutdown procedures and daily/weekly operator servicing procedures;
 - 3. The operation segment **must** include sub-systems including container handling attachment, automatic grease system and pre-heaters; and
 - 4. The maintenance segment **must** include diagnostics, trouble shooting and operation of any special tools and test equipment (if any).
- v. The familiarization course **must** have a minimum duration of eight (8) hours, divided into four (4) hours for operators and four (4) hours for technicians;

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- vi. The familiarization course **must** accommodate up to eight (8) personnel; four (4) operators and four (4) technicians;
 - vii. The date for the familiarization course **must** be arranged with the **Technical Authority**;
 - viii. After completion of the familiarization course, the Contractor **must** have the “**PROOF OF FAMILIARIZATION**” certificate signed by the senior course attendee; and
 - ix. The **Technical Authority** will supply the “**PROOF OF FAMILIARIZATION**” document template in a digital format.

(b) **Training – Troubleshooting**

- i. When requested by DND, the Contractor **must** supply a troubleshooting course in the official language (English or French) specified in the contract for that delivery destination;
- ii. The instructor **must** be an OEM Factory Certified Training Provider;
- iii. The troubleshooting course **must** include detailed testing, troubleshooting, problem analysis and adjustments training;
- iv. The troubleshooting course **must** have a minimum duration of twenty four (24) hours but not exceeding eight (8) hours a day;
- v. The troubleshooting course **must** accommodate up to eight (8) maintenance personnel;
- vi. The troubleshooting course **must** be supplied at the delivery destination;
- vii. The date for the troubleshooting course **must** be arranged with the **Technical Authority**;
- viii. After completion of the troubleshooting course, the Contractor **must** have the “**PROOF OF TROUBLESHOOTING TRAINING**” certificate signed by the senior course attendee; and
- ix. The **Technical Authority** will supply the “**PROOF OF TROUBLESHOOTING TRAINING**” document template in a digital format

5. **DELIVERY CONDITION**

- 5.1. The vehicle **must** be delivered to destination in a fully operational condition (serviced and adjusted). The vehicle **must** be cleaned;
- 5.2. If the vehicle requires assembly at destination, the Contractor **must** be responsible for all manpower and equipment to perform assembly;
- 5.3. The space for assembly at destination will be provided, if required; and

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- 5.4. All items such as wheel wrenches, jacks, and all other tools, equipment and accessories, which are shipped loose with the equipment, **must** be listed on the shipping certificate or to an attached packing note.