



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government
Services Canada/Réception des
soumissions/Travaux publics et Services
gouvernementaux Canada

See herein for bid submission
instructions/

Voir la présente pour les
instructions sur la présentation
d'une soumission

NA
Ontario

REQUEST FOR PRICE AND

AVAILABILITY

DEMANDE DE PRIX ET DE

DISPONIBILITÉ

This is not a bid solicitation but an inquiry for the purpose
of obtaining price and availability information for the goods,
services, and construction specified herein. The information
requested herein is for budgeting and planning purposes only.
Contracts will not be entered into on the basis of suppliers'
responses.

Il ne s'agit pas d'une invitation à soumissionner mais d'une
demande de renseignements sur les prix et la disponibilité des
biens, services et construction spécifiés aux présentes. Les
renseignements demandés aux présentes sont nécessaires
uniquement à l'établissement du budget et à la planification.
Les marchés ne seront pas attribués suite aux réponses des
fournisseurs/entrepreneurs.

Comments - Commentaires

Response to this Request for Price and Availability or
questions regarding this notice should be sent via email to:

Cindy Lamorie
Supply Specialist

cynthia.lamorie@tpsgc-pwgsc.gc.ca

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Public Works and Government Services / Travaux publics
et services gouvernementaux

Kingston Procurement

Des Acquisitions Kingston

86 Clarence Street, 2nd floor

Kingston

Ontario

K7L 1X3

Title - Sujet Retractable Paint Booth Enclosure w Cabine de peinture à enceinte rétractable avec groupe portatif de filtration de	
Solicitation No. - N° de l'invitation W2037-210028/B	Date 2021-06-24
Client Reference No. - N° de référence du client W2037-210028	GETS Ref. No. - N° de réf. de SEAG PW-\$KIN-860-8420
File No. - N° de dossier KIN-0-54134 (860)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-07-14 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Lamorie, Cynthia	Buyer Id - Id de l'acheteur kin860
Telephone No. - N° de téléphone (613) 401-3643 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: RCEME School Building A-253, 31 Hangar Road CFB Borden, ON L0M 1C0	

Instructions: See Herein

Instructions: Voir aux présentes

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

1.0 Requirement

The Department of National Defence (DND), Canadian Forces Base (CFB) Borden, Royal Canadian Electrical Mechanical Engineers (RCEME) School has a requirement for the supply, delivery, installation, and training of a new Retractable Paint Booth Enclosure and Portable Air Filtration Unit.

The purpose of this price and availability enquiry is to gather availability options and pricing information to assist CFB Borden, Royal Canadian Electrical Mechanical Engineers (RCEME) School with budgeting and drafting of the future requirement.

CFB Borden, RCEME School has a requirement for the supply, delivery, installation, and training of a new Retractable Paint Booth Enclosure and Portable Air Filtration Unit:

1) Goods

- a) Retractable Paint Booth Enclosure
- b) Portable Air Filtration Unit
- c) Accessories
- d) Drawings, Product Brochures and Electrical Specification

2) Services

- a) Set Up, Installation, Configuration, and Functional Testing
- b) On-Site Demonstration and On-Site Training
- c) On-Site Maintenance Service, On-Site Preventive Maintenance Service and On-Site Technical Support Service

2.0 Requested Information

Canada is requesting the following information from interested respondents:

1. Their comments or concerns regarding how the requirements could be satisfied;
2. Estimated costs (in Canadian dollars not including applicable taxes);
3. Where applicable, alternative recommendations; and
4. Answers to questions in Annex A.

3.0 Important Information for Respondents

3.1 Respondents are also invited to provide comments regarding the content, format, and/or organization of any draft documents included in this P&A. Respondents should list and explain any assumptions that they make in their responses.

3.2 Canada does not intend to award a contract on the basis of this notice or otherwise pay for the information solicited. Respondents may submit commercial-in-confidence documents / information and the Government of Canada reserves the right to use the information submitted to assist in preparing technical requirements and budgetary estimates for the Department of National Defence.

3.3 This is not a bid solicitation and this P&A will not result in the award of any contract. Procurement of the goods and services described in this P&A will not necessarily follow this request. Any procurement will be in accordance with standard government procurement policies, i.e. formal Requests for Proposals (RFP).

3.4 The P&A will remain available on www.buyandsell.gc.ca for a minimum of fifteen (15) days.

Solicitation No. - N° de l'invitation
W2037-210028/B
Client Ref. No. - N° de réf. du client
W2037-210028

Amd. No. - N° de la modif.
File No. - N° du dossier
KIN-0-54134

Buyer ID - Id de l'acheteur
KIN860
CCC No./N° CCC - FMS No./N° VME

3.5 Respondents and potential suppliers of any goods or services described in this P&A should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this P&A. This P&A will not result in the creation of any source list; therefore, whether or not any supplier responds to this P&A will not preclude that supplier from participating in any future procurement.

4.0 Confidentiality

Respondents should clearly mark any portions of their response that they consider proprietary or confidential. In an effort to encourage Respondents to be as forthcoming as possible, it is understood and agreed that DND shall, during and after the period of the Request for Price and Availability (P&A), treat as confidential and not divulge, unless authorized in writing by the Respondent, any information obtained from the Respondent that has been identified as "proprietary" or "confidential" within their response to this P&A.

5.0 Treatment of Responses

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this P&A. Canada will review all responses received by the P&A closing date. Canada may, in its discretion, review responses received after the P&A closing date.

6.0 Review

A review team composed of representatives from the client and PSPC will review the responses. Canada reserves the right to use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

7.0 Response

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 notice may direct their enquiries to the Contracting Authority identified below.

Response to this Request for Price and Availability or questions regarding this notice should be sent via email to:

Cindy Lamorie
Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Address: 101 Menin Rd, Garrison Petawawa

Telephone: 613-401-3643
E-mail address: cynthia.lamorie@pwgsc-tpsgc.gc.ca

REQUIREMENT

Retractable Paint Booth Enclosure with Portable Air Filtration Unit

1.0 Scope

1.1 Objective

1.1.1 The Department of National Defence (DND), Canadian Forces Base (CFB) Borden, Royal Canadian Electrical Mechanical Engineers (RCEME) School has a requirement for the supply, delivery, installation, and training of a new Retractable Paint Booth Enclosure and Portable Air Filtration Unit.

1.2 Terminology

1.2.1 Definitions

Applicant	Any substance which may be used to create a new layer on the surface of any working material. This can be achieved by spraying the substance, painting with a paint brush, and a paint roller.
Particulate	Minute particles suspended in air, can be solid or liquid state.
Vapor	A substance diffused or suspended in the air in a gaseous state

2.0 Reference Documents

2.1 Standards

2.1.1 The Portable Air Filtration Unit must adhere to the American National Standards Institute (ANSI) Z9.7 – Recirculation of Air from Industrial Process Exhaust Systems.

2.1.2 The Retractable Paint Booth Enclosure and Portable Air Filtration Unit electrical components must have a Canadian Standards Association (CSA) certification, or equivalent (www.csagroup.org/global/en/about-csa-group/certification-marks-labels). Equivalency must be recognized by SCC (Standard Council of Canada) (www.scc.ca).

2.1.3 The Retractable Paint Booth Enclosure and Portable Air Filtration Unit material must adhere to the National Fire Protection Association (NFPA) Code/Standard 33 - Standard for Spray Application Using Flammable or Combustible Materials.

2.1.4 The Retractable Paint Booth Enclosure material must adhere to the National Fire Protection Association (NFPA) Code/Standard 701 - Standard Methods of Fire Tests for Flame Propagation of Textiles and Films.

2.1.5 The Retractable Paint Booth Enclosure must conform with all other industrial safety regulations for pertaining to lighting, fire, and explosive risk at the Federal and Provincial level as it pertains to Ontario as Combustible Applicants will be used.

2.1.6 The Portable Air Filtration Unit must conform to all other industrial safety regulations pertaining to air quality, ventilation, fire or explosive risk, and airborne particulates at the Federal and Provincial level as it pertains to Ontario as Toxic Applicants, Combustible Applicants will be used and Airborne Particulates (dust, fibre glass, etc.) will become present.

3.0 Requirements

3.1 Requirements

3.1.1 CFB Borden, RCME School has a requirement for the supply, delivery, installation, and training of a new Retractable Paint Booth Enclosure and Portable Air Filtration Unit

3) Goods

- a) Retractable Paint Booth Enclosure
- b) Portable Air Filtration Unit
- c) Accessories
- d) Drawings, Product Brochures and Electrical Specification

4) Services

- d) Set Up, Installation, Configuration, and Functional Testing
- e) On-Site Demonstration and On-Site Training
- f) On-Site Maintenance Service, On-Site Preventive Maintenance Service and On-Site Technical Support Service

3.2 Goods - Mandatory Technical Specifications

3.2.1 The Retractable Paint Booth Enclosure must meet the following specifications:

- i. Must have the following outer dimensions:
 - a. An outer height with a range between 108 inches and 114 inches;
 - b. An outer width with a range between 168 inches and 288 inches; and
 - c. An outer length with a range between 288 inches and 528 inches.
- ii. The Retractable Paint Booth Enclosure must be manually retractable by one person without the use of specialty tooling.
- iii. Must be equipped with a light-weight rolling retractable structure with lockable caster wheels.
- iv. Must be have a translucent, fire-retardant shell (ceiling, side panels, rear panel and front panel) that meets the NFPA 701
- v. Translucent, fire-retardant shell (ceiling, side panels, rear panel and front panel) must allow for safe cleaning of excess paint and applicants.
- vi. Translucent, fire-retardant shell must allow exterior lighting to shine in or include a manufacturer installed lighting kit that is at least 100 foot candle (fc) or 1076 lux (lx) that meets the Federal and Provincial industrial safety regulations pertaining to lighting, fire, and explosive risk as it pertains to Ontario.
- vii. Translucent, fire-retardant front panel opening must have the following minimum dimensions:
 - a. Opening width must be a minimum of 120 inches
 - b. Opening height must be a minimum of 96 inches
- ix. The Retractable Paint Booth Enclosure must not require outdoor venting.

3.2.2 The Portable Air Filtration Unit must meet the following specifications:

- i. The Portable Air Filtration Unit insertion must work in unison with the Retractable Paint Booth.
- ii. Must have the following maximum outer dimensions:
 - a. An outer height of 108 inches;

- b. An outer width of 108 inches; and
- c. An outer length of 108 inches.
- iii. Must be a standalone system, and easily removable without specialty tooling from Retractable Paint Booth enclosure with no risk of damage.
- iv. The Portable Air Filtration Unit must connect to the Retractable Paint Booth Enclosure on one of the sides (if the Portable Air Filtration Unit is to be adjoined near the front panel opening of the Retractable Paint Booth Enclosure or a doorway it must not be closer than 12 inches to avoid damage from other equipment).
- v. Must be equipped with a power supply of 3Ø, 208 VAC, 60 HZ (no more than 30 A), or 120 VAC, 15A, 60 HZ to meet existing building available power outlets.
- vi. Must be equipped with swivelling caster wheels.
- vii. Must be equipped with an overvoltage protection to protect system against potential power surges.
- viii. Must be equipped with a manual control panel that is located on the Portable Air Filtration Unit.
- ix. The manual control panel must be provide controllable and variable airflow to accommodate various mechanical processes (sanding, painting, and sand-blasting).
- x. Must be equipped with changeable filters that are able to remove the following airborne concentration hazardous substances under the prescribed value listed in the Federal and Provincial Industrial Safety Regulations for Ontario:
 - a. Acrylic/latex/water base paints (Vapors / Particulates)
 - b. Alkyd/acrylic paints (Vapors / Particulates)
 - c. Alkyd/oil/ and other solvents (Vapors / Particulates)
 - d. Lacquer (Vapors / Particulates)
 - e. Enamel Paints (Vapors / Particulates)
 - f. Fiberglass/ fiberglass cloth (Particulates)
 - g. Resin (Vapors / Particulates)
 - h. Paint thinners (Vapors / Particulates)
- xi. Must provide filtration of particulates caused when preparing composite materials by hand sanding or machine sanding or when applying protective coatings.

3.2.3 Accessories must meet the following specifications:

- i. Must provide an Air Quality Monitor that is integrated into the Portable Air Filtration Unit.
- ii. Must provide a one (1) month supply of all consumable parts for the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.

3.2.4 Drawings, Product Brochures and Electrical Specification must meet the following specifications:

- i. Must provide technical drawing for the Retractable Paint Booth Enclosure that clearly demonstrates it meets the specified dimensions.
- ii. Must provide technical drawing for the Portable Air Filtration Unit that clearly demonstrates it meets the specified dimensions.
- iii. Must provide product brochure for the Retractable Paint Booth Enclosure that clearly demonstrates the product meets the mandatory technical specifications.
- iv. Must provide product brochure for the Portable Air Filtration Unit that clearly demonstrates the product meets the mandatory technical specifications.
- v. Must provide electrical requirement specification that clearly demonstrates the Retractable Paint Booth Enclosure and Portable Air Filtration Unit meet the mandatory technical specifications.

3.3 Services

3.3.1 Set Up, Installation, Configuration and Functional Testing

- i. Coordinate with the Project Authority the building configuration requirements for the set up and installation of the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.

- ii. Provide set up, installation, and configuration of the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.
- iii. Provide functional testing of the installed Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.

3.3.2 On-Site Demonstration and On-Site Training

3.3.2.1 On-Site Demonstration

- i. Provide a demonstration within 10 business days from installation on the following:
 - a. Set up of the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.
 - b. Routine user maintenance.
 - c. Properties and functions of the Portable Air Filtration Unit and Air Quality Monitor operating modes.

3.3.2.2 On-Site Training

- i. Provide training on the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor for a minimum of ten (10) personnel within 10 business days from installation in the following areas:
 - a. Set up and tear down of the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.
 - b. Use of the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.

3.3.2.3 On-Site Maintenance Service, On-Site Preventive Maintenance Service and On-Site Technical Support Service

- i. The Contractor must provide On-Site Maintenance Service, On-Site Preventive Maintenance Service and Technical Support Service for a five (5) year period.
 - a. The On-Site Maintenance Service will be on an "as and when requested" basis and will cover all associated labor and replacement part(s) costs required to make the necessary repair(s).
 - b. The On-Site Preventive Maintenance Service will be in accordance with manufacturer's recommended maintenance schedule. The On-Site Preventive Maintenance Service must include an annual cleaning.
 - c. The On-Site Technical Support Service must address concerns and minimize down time in case of equipment malfunction or operational questions or technical support during the warranty period. The On-Site Technical Support Service requires the Contractor to provide a response within seventy-two (72) hours of the request for service and provide the On-Site Technical Support Service within five (5) business days.

3.4 Deliverables

- i. The contractor must supply all labour, equipment, materials, and transportation associated with the supply, delivery and installation of the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.
- ii. The contractor must provide a one (1) month supply of all consumable parts for the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor.
- iii. The contractor is responsible for the disposal of all packaging material.
- iv. The contractor must supply On-Site demonstration and training for the Retractable Paint Booth Enclosure, Portable Air Filtration Unit and Air Quality Monitor

- v. The contractor must provide the following certificates:
 - a. Must provide scanned or photocopy of original certificate (minimum standard to be grey scaled if photocopied) that indicates the Portable Air Filtration Unit adheres to ANSI Z9.7.
 - b. Must provide scanned or photocopy of original certificate (minimum standard to be grey scaled if photocopied) that indicates the Retractable Paint Booth Enclosure and Portable Air Filtration Unit adhere to the CSA standards.
 - c. Must provide scanned or photocopy of original certificate (minimum standard to be grey scaled if photocopied) that indicates materials used in the Retractable Paint Booth Enclosure construction adhere to NFPA 33.
 - d. Must provide scanned or photocopy of original certificate (minimum standard to be grey scaled if photocopied) that indicates materials used in the Retractable Paint Booth Enclosure construction adhere to NFPA 701.
- v. The contractor must provide a list of all spare parts in English that are available for purchase.
- vi. The contractor must provide a list of all consumable parts in English are available for purchase.
- vii. The contractor must provide the following supporting documentation:
 - a. Operation and maintenance manual(s) must be provided in English.
 - b. Manual(s) must be provided by computer download and paper hard copy.
 - c. Computer download Manual(s) must be in either a Word Document or PDF format;
 - d. Two (2) Paper Hard Copy Manual(s) must be provided.

3.5 Delivery Point

CFB Borden, RCEME School, 31 Hangar Road, Building A-253, CFB Borden, ON, L0M 1C0.

3.6 Constraints

The supply, delivery, installation, demonstration, and training can only be done between 8:00 a.m. and 3:30 p.m. (EDT ON), Monday through Friday excluding statutory holidays.

ANNEX A

QUESTIONS

Questions:

Consumables:

- If we are to use the paint booth for 2 months a year at full capacity/high volume, what would the following be:
 1. Provide a list of all consumables?
 2. Provide a list of all replacement parts?
 3. How long does delivery take?
 4. What type of filters will be required?
 - How many of each type will be required (paint, sanding)?
 5. Recommended frequency to replace consumables, replacement parts, and filters?
 - Max serviceable time period for consumables and parts?
 6. Cost of all consumables and replacement parts if ordered from the Contractor?
 7. How often do parts break on the retractable paint booth?
 8. How often do parts break on the air filtration unit?
 9. Is there a user manual (digital format, or hard copy)?
 - How much would it cost per copy (digital copy)?
 - How much would it cost per copy (hard copy)?

Set up / Installation:

- Setup/installation of retractable paint booth
 1. What equipment is required for set up?
 2. What tooling is required for set up?
 3. How much does set up cost?
 4. Labourers / Supervisors
 - How many laborers would you need to conduct the set up?
 - What would be the hourly rate you charge to conduct set up?
 - How long does it take to set up?
 - Is there an overhead rate while set up is being conducted?
 5. Specialist (ex. electrician)
 - Are any specialists required?
 - What is the hourly rate?
 - How many hours of work?
 - Are there overhead fees?
 - How much are overhead fees?

- Setup/installation of air filtration unit
 1. What equipment is required for set up?
 2. Do all of your options require ducting?
 3. What tooling is required for set up?
 4. How much does set up cost?
 5. Labourers / Supervisors
 - How many laborers would you need to conduct the set up?
 - What would be the hourly rate you charge to conduct set up?
 - How long does it take to set up?
 - Is there an overhead rate while set up is being conducted?
 6. Specialist (ex. electrician)

- Are any specialists required?
 - What is the hourly rate?
 - How many hours of work?
 - How much are overhead fees?
- Setup/installation of air quality monitor
 1. What equipment is required for set up?
 2. What tooling is required for set up?
 3. How much does set up cost?
 4. Labourers / Supervisors
 - How many laborers would you need to conduct the set up?
 - What would be the hourly rate you charge to conduct set up?
 - How long does it take to set up?
 - Is there an overhead rate while set up is being conducted?
 5. Specialist (ex. electrician)
 - Are any specialists required?
 - What is the hourly rate?
 - How many hours of work?
 - How much are overhead fees?

Configuration / Functional Testing

- Functional testing of paint booth
 - Do you need to hire someone to conduct this?
 - How many people would you need to hire?
 - What would be the hourly rate to do this?
 - How many hours would it take?
 - Are there any overhead fees for the person hired?
- Functional testing of air filtration unit
 - Do you need to hire someone to conduct this?
 - How many people would you need to hire?
 - What would be the hourly rate to do this?
 - How many hours would it take?
 - Are there any overhead fees for the person hired?
- Functional testing of air quality monitor
 - Do you need to hire someone to conduct this?
 - How many people would you need to hire?
 - What would be the hourly rate to do this?
 - How many hours would it take?
 - Are there any overhead fees for the person hired?
- Configuration of paint booth
 - Do you need to hire someone to conduct this?
 - How many people would you need to hire?
 - What would be the hourly rate to do this?
 - How many hours would it take?
 - Are there any overhead fees for the person hired?

- Configuration of air filtration unit
 - Do you need to hire someone to conduct this?
 - How many people would you need to hire?
 - What would be the hourly rate to do this?
 - How many hours would it take?
 - Are there any overhead fees for the person hired?

- Configuration of air quality monitor
 - Do you need to hire someone to conduct this?
 - How many people would you need to hire?
 - What would be the hourly rate to do this?
 - How many hours would it take?
 - Are there any overhead fees for the person hired?

Training (on day of setup/installation, configuration/functional testing respectively)

- Training of paint booth
 1. How much would it cost to provide 1 x staff to train 5 x personnel?
 2. How long would it take to train 5 personnel?
 3. How much would it cost to train 5 personnel?

- Training of air filtration unit
 1. How much would it cost to provide 1 x staff to train 5 x personnel?
 2. How long would it take to train 5 personnel?
 3. How much would it cost to train 5 personnel?

- Training of quality monitor
 1. How much would it cost to provide 1 x staff to train 5 x personnel?
 2. How long would it take to train 5 personnel?
 3. How much would it cost to train 5 personnel?

Warranty

- How long is warranty for the retractable paint booth?
 1. What is covered under this warranty?
 2. How much does it cost?

- How long is warranty for the air filtration unit?
 1. What is covered under this warranty?
 2. How much does it cost?

- How long is warranty for the air quality monitor?
 1. What is covered under this warranty?
 2. How much does it cost?

- Are warranties affected if DND sets any of the equipment up?
- Are warranties affected if DND does work/repairs on the equipment?
- Are warranties affected if DND replaces parts, or consumables?

- Are any warranties void if we replace parts, or consumables later than the recommended frequency?
- Is there an option for an extended warranty?
 1. If so how much does it cost?
 2. What options are there for extended warranty?
- Is warranty void if we order parts or consumables from a 3rd party?

On site Maintenance / Preventive Maintenance

- Do you provide onsite maintenance?
 - Is there a fee for a laborer/technician to travel to our location?
 - How much would it cost?
 - Is there a fee for overhead while the technician is working?
 - How much would it cost?
 - How much is labor?
 - Is there a set cost for the first hour of work?
 - If so how much?
 - Is there a set cost for any additional work after the first hour?
 - If so how much?
- If you do not provide on-site maintenance or preventative maintenance how would we proceed for repairs?

Technical Support (online/phone)

- Do you provide technical support?
- How much is it?
- How fast do you respond?
- Do you have a 1-800 number that can be used for immediate responses?
- What type of support would this cover?

Infrastructure

- Would any infrastructure work be required prior to installation?