

REQUEST FOR INFORMATION (RFI)

**Project : Armoured Vehicle Technical Inspections and Repairs
Abroad**

For: Department of Global Affairs Canada

Date issued : March 24th, 2022

Deadline for submission : April 7th, 2022 at 13:59

Contact : Justin.Diederich@International.gc.ca

REQUEST FOR INFORMATION (RFI) ON ARMoured VEHICLE TECHNICAL INSPECTIONS

1. BACKGROUND AND PURPOSE OF THIS RFI

Global Affairs Canada (GAC) has a requirement to have its Civilian Pattern Armoured Vehicles inspected to understand the vehicles current health and future concerns. GAC requires a contractor to send a knowledgeable technician familiar with the unique characteristics and build of an Armoured Vehicle to do onsite inspections of GACs Armoured Vehicles at Missions around the world.

GAC seeks to define and understand the industry standards and constraints to Armoured Vehicles Technical Inspections on a global scale. GAC must have knowledge of the vehicles condition at the time of inspection and the potential future concerns needing to be addressed with a timeline and rating of importance.

Most Armoured Vehicles are in areas where there are no Armoured Vehicle suppliers in the vicinity and a mobile Inspection is required in areas that are considered highly volatile regions. The mobile inspection team would be required to do the inspections in the area and bring the necessary equipment to perform the task. If possible, repairs that could be completed at the time of inspection would be favorable. These repairs would be outside the scope of the inspection contract but would be based on a prior approved rate and only completed if time and resources can be allocated.

GACs Armoured Vehicles fleet contains Toyota Land Cruiser 200s and Mercedes vans in three different configurations: SUV, Ambulance and Van. The most common vehicle in GACs fleet is the TLC 200 SUV. It is expected that the contractor's diagnosis be done with the correct diagnostic hardware and software for each of the brands respectively.

2. PURPOSE OF THE REQUEST FOR INFORMATION

The purpose of this Request for Information is to:

- a) seek information and feedback from industry on the proposed requirement
- b) seek potential solutions related to the requirement that might result in increased efficiency and cost savings to Canadians;
- c) assess industry interest and readiness ;
- d) understand the impacts this requirement may have on industry.

Respondents may make other assumptions in order to provide further context or clarity to their responses. Any such assumptions should be clearly explained.

Your responses to the following questions in Appendix A will assist the department in assessing the merits and criteria required for the SOW.

3. NATURE OF REQUEST FOR INFORMATION

This is not a bid solicitation. This RFI and any responses thereto do not impose any obligation or constitute any commitment on the part of Canada to issue a Request for Proposal (RFP) requirement or to make any award of business to any respondent. Responding to this RFI will not preclude respondents 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; however, Canada is not bound to accept any suggestions or to incorporate feedback in any future solicitation development.

4. PROPOSED PROCUREMENT APPROACH

The proposed approach for this procurement is to issue an Invitation To Qualify (ITQ) followed by a Request for Proposal (RFP) that would result in a multi-year contract.

5. INDUSTRIAL SECURITY REQUIREMENT

There would be a security requirement associated with the procurement. The following security requirements (SRCL and related clauses provided by the Contract Security Program) would apply and form part of a resulting Contract. The winning contractor is therefore expected to have their staff properly vetted.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE No XXXXXXXXXXXXXXXXX

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex B;
 - b) Industrial Security Manual (Latest Edition).

6. INFORMATION REQUESTED

Please refer to Appendix A.

7. INSTRUCTIONS TO RESPONDENTS

7.1 Format Of Responses Requested

- A) Format: Respondents are requested to submit one electronic copy of their response by email directly to the Contracting Authority, preferably in Portable Document Format (PDF).
- B) Cover Page: Respondents are requested to indicate on the cover page the title of the response, the solicitation number, and the full legal name and contact information of the respondent.
- C) Language: Documents may be submitted in either official language of Canada.

7.2 Response Costs

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

7.3 Treatment Of Responses

- A) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by the Government of Canada to develop or modify procurement strategies or related policies. The Government of Canada will review all responses received by the RFI closing date. The Government of Canada may, in its discretion, review responses received after the RFI closing date.
- B) **Review Team:** A review team composed of representatives of GAC will review the responses on behalf of Canada.
- C) **Confidentiality:** Responses will be kept confidential, subject to the provisions of the Access to Information Act, and will be retained to support further development of internal planning documents and decisions, and possibly any future RFP or solicitation. Any findings made public will protect commercially sensitive information in accordance with federal policies. Responses will not be returned.
- D) **Follow-up:** Canada may, at its discretion, contact any respondent to follow up with additional questions or for clarification of any aspect of a 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.

7.4 Enquiries

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

RFI AUTHORITY

The Authority for this RFI is:

RFI Authority: Justin Diederich

E-mail Address: Justin.diederich@international.gc.ca

7.5 Submission of Responses

Responses to this RFI will be accepted until 2 PM EST on April 7th, 2022.

Responses to the RFI are to be submitted electronically (by email) to the RFI Authority. The information received after that date will be considered only to the extent reasonable, in the sole opinion of Canada, given the progress of the Work at the time of the receipt of the said information.

Canada may require clarification of written responses received and may contact the respondent at any time after receipt of the response to request clarification.

APPENDIX A: QUESTIONS FOR INDUSTRY

1. Respondent Background

In order to provide context to the Respondents answers, GAC is requesting that the Respondents provide information relative to their location, experience and organizational structure.

1.1 Supplier Identification

Company Legal and Operating Name:

Address:

City:

Province or State:

Country:

Contact Name:

Contact Title:

Contact Phone Number:

1.2 Organizational Information

- 1.2.1 What type of Armoured Vehicle does the respondent have experience in building, inspecting, repairing and maintaining?
- 1.2.2 Does the respondent have experience in building or maintaining Armoured Mercedes SUV, Ambulance and Vans? If so, for how many cumulative years?
- 1.2.3 Is the respondent capable of providing inspection services and repairs to Mercedes SUV, Ambulance and Vans?
- 1.2.4 Does the respondent have experience in building or maintaining Armoured Toyota Land Cruiser 200 series SUVs? If so, for how many cumulative years?
- 1.2.5 Is the respondent capable of providing inspection services and repairs to Armoured Toyota Land Cruiser 200 series SUVs?
- 1.2.6 Does the respondent have experience in maintaining or inspecting an international fleet located in more than one location outside of Canada. If so, for how many cumulative years.
- 1.2.7 How long has the Respondent Provided Expertise and Services in:
 - a. Opaque and Transparent Civilian Pattern armouring up to and including VR7
 - b. Mechanical enhancements for an Armoured Vehicle.

- c. Experience with off site and limited vehicle Inspections using a Mobile Inspection Team/ Repair Team
- d. Conducting Armoured Vehicle Technical Inspections on a scheduled format.

2. Potential Bidder Qualifications and Capabilities

GAC would like to further develop their understanding of what potential bidders can and should be able to do. GAC would also like to further develop their knowledge of what bidder attributes are most important in being able to complete the work. GAC asks that the respondents answer the following questions based on their experience:

- 2.1 What logistical capabilities are required to conduct a comprehensive Armoured Vehicle Inspection internationally?
- 2.2 What are the business standards that a bidder should follow in conducting Armoured Vehicle Inspections?
- 2.3 What sets your company apart to be considered to do Civilian Pattern Armoured vehicle Inspections?
- 2.4 What formal certifications or qualifications are required for a technician to complete Armoured vehicle inspections?
- 2.5 What type of training is considered mandatory to inspect and repair an Armoured vehicle?
- 2.6 What would be the minimum number of years of experience required for an Armoured Vehicle technician to inspect and/or repair an AV?
- 2.7 What other capabilities if any does a bidder require in order to inspect or repair an Armoured Vehicle?

3. Technical Requirements and Challenges of International Inspections and Repairs

GAC would like to further develop their understanding of applicable industry standards relative to technical aspects of an Armoured Vehicle Mobile Inspection and the Technicians conducting these inspections. For the purpose of answering the questions below, the Respondent should assume the Armoured Vehicles being referred to are the Toyota Land Cruiser 200 series.

- 3.1 Can a Mobile Inspection Team be comprised of only one person?
- 3.2 What tools and equipment does a Mobile Inspection Team bring when conducting an inspection?
- 3.3 What diagnostic tools are used by a Mobile Inspection Team to conduct an inspection on an Armoured Vehicle?
- 3.4 How much time does a Mobile Inspection team require to conduct a thorough inspection of a vehicle? Does the age of the vehicle effect the estimated inspection time?

- 3.5 Assuming time and parts are available, can a Mobile Inspection Team conduct repairs to an Armoured Vehicle? If so, what type of repairs? Are there any special considerations?
- 3.6 What are the differences between a Mobile Repair Team and a Mobile Inspection Team in terms of personnel and tools required?
- 3.7 When conducting inspections on an armoured vehicle, what is the industry standard format for an inspection checklist? If possible, please provide a sample.
- 3.8 Do Mobile Inspection or Repair teams have arrangements with locally approved Toyota Service Centres to use their equipment? Does this apply internationally?
- 3.9 When conducting repairs to an Armoured Vehicle window, are the certification or warranty of the window or vehicle affected in any way?

4. Reports and Deliverables

GAC would like to better understand the industry standards of Reports and Deliverables once an Armoured Vehicle Inspection is complete. For the purpose of answering the questions below, the Respondent should assume the Armoured Vehicles being referred to are the Toyota Land Cruiser 200 series.

- 4.1 What is the expected lead-time for the delivery of an inspection report to the client once an inspection has been completed?
- 4.2 What is the electronic format used to secure electronic digital signatures of the technician in the report?
- 4.3 In the experience of the Respondent, once the inspection has been completed and the inspection report has been delivered, does the respondent have the capacity to coordinate with a local qualified mechanic to repair the vehicle per the recommendations? If so, does this coordination reduce the estimated repair time? If so, how much time is typically saved?
- 4.4 What information is included in the delivery report for Armoured Vehicles?
- 4.5 What is the format of a delivery report to the client? Are the inspection items itemized? If possible, please provide a sample
- 4.6 Would a civilian with limited knowledge of the technical aspects of an Armoured Vehicle understand the Inspection Report?

5. Financial Considerations

In order to gain a better understanding of what to expect in terms of cost and budget, GAC asks that the respondent answer the following questions. For the purpose of answering the questions below, the Respondent should assume the Armoured Vehicles being referred to are the Toyota Land Cruiser 200 series.

- a. What is the standard rate for an Armoured Vehicle Inspection?
- b. Not including airfare, what is the standard travel status rate for an Armoured Vehicle Inspection?

- c. In the Respondent's experience, what is the average rate for accommodations? Are accommodation invoices verifiable through receipts?
- d. What is the rate per hour for additional work done by the AV technician to repairs during the inspection visit.