

## PART E – DRAFT FORM OF AGREEMENT

### PROGRAM AGREEMENT

**THIS AGREEMENT** is between **CANOE PROCUREMENT GROUP OF CANADA**, a tradename of the Rural Municipalities of Alberta, a corporation incorporated pursuant to the laws of Alberta ("**CANOE**") and:

Supplier Legal Name: AVO Vehicle Outfitting Inc.

Supplier Corporate Jurisdiction: 1600 A Kingsway Avenue, Port Coquitlam B.C. V3C 3Y9  
(the "**Supplier**"), as of

Date of Agreement: February 20, 2025 regarding

RFP No. CAN-2024-010

RFP Title Fleet Upfitting and Related Accessories  
(the "**RFP**").

### BACKGROUND

- A. Canoe is a public agency serving as a national municipal contracting agency for its Members, and in that capacity issued the RFP for the purchase of goods and/or services.
- B. The Supplier is engaged in the business of selling some or all of those goods and/or services, and responded to the RFP.
- C. Canoe wishes to enter into an agreement with the Supplier for the purchase of goods and/or services by Members, pursuant to a purchase program administered by Canoe.
- D. The Parties wish to set out the terms and conditions upon which those purchases will occur, and under which the purchase program will be administered.

**NOW THEREFORE**, in consideration of the premises and the mutual covenants herein contained and of other good and valuable consideration (the receipt and sufficiency of which are hereby acknowledged by each Party), the Parties hereby agree as follows:

### ARTICLE 1 INTERPRETATION

#### 1.1 Definitions

In this Agreement the following terms have the corresponding meanings.

**"Administrative Fee"** means the fee paid by the Supplier to Canoe as described in this agreement (Administrative Fee) and protected under FOIPPA.

**"Agreement"** means this Program Agreement and all schedules attached hereto, as the same may be supplemented, amended, restated or replaced from time to time in writing in accordance with its terms.

**"Business Day"** means Monday to Friday between the hours of 9:00 a.m. to 4:30 p.m. local time in Nisku, Alberta, except when such a day is a public holiday, as defined in the *Employment Standards Code*, R.S.A. 2000, Chapter E-9, or as otherwise agreed to by the parties in writing.

**"Change Request Form"** means the Change Request Form provided by Canoe.

**"Confidential Information"** means all tangible and intangible information and materials, in any form or medium, received (directly or indirectly) by the Receiving Party from the Disclosing Party, or collected by the Receiving Party on behalf of the Disclosing Party, in connection with the Program that is:

- (a) related to the Disclosing Party's, or any of its affiliates', finances, assets, pricing, purchases, products, sales, business or operational plans, strategies, forecasts or forecast assumptions, operations, stakeholders, clients and personnel (including, without limitation, the Personal Information of officers, directors, employees, agents and other individuals), trade secrets, intellectual property, technology, data or other information that reveal the research, technology, processes, methodologies, know how, or other systems or controls by which the Disclosing Party's existing or future products, services, applications and methods of operations or doing business are developed, conducted or operated, and all information or materials derived therefrom or based thereon;
- (b) designated as confidential in writing by the Disclosing Party, whether by letter or an appropriate stamp or legend, prior to or at the time such information is disclosed by the Disclosing Party to the Receiving Party; and/or
- (c) apparent to a reasonable person, familiar with the Disclosing Party's operations, business and the sector in which it operates, to be of a confidential nature.

and without regard to whether that information and materials are owned by a Party or by a third party. Confidential Information does not include:

- (d) information that is in the public domain or has come into the public domain other than by reason of a breach of this Agreement; or
- (e) information that has been, or is hereafter, received by that Receiving Party other than from or at the request of the Disclosing Party, and other than during or as a result of carrying out the Program.

**"Confidential Material"** means any notes or other documents relating to the Confidential Information.

**"Conflict of Interest"** means any situation or circumstance where, in relation to the performance of its obligations under the Agreement, the Supplier (including its directors, officers, employees, agents or subcontractors) other commitments, relationships or financial interests could or could be seen to (i) exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or (ii) compromise, impair, or be incompatible with the effective performance of its obligations under the Agreement.

**"Disclosing Party"** means, in connection with particular Confidential Information, the Party that disclosed (directly or indirectly) the Confidential Information to the other Party, or the Party on whose behalf the other Party collected or generated the Confidential Information.

**"Effective Date"** means the date of this Agreement first noted above.

**"Event of Force Majeure"** means any cause beyond the reasonable control of a Party, including any act of God, outbreak, or epidemic of any kind, communicable and virulent disease, strike, flood, fire, embargo, boycott, act of terrorism, insurrection, war, explosion, civil disturbance, shortage of gas, fuel or electricity, interruption of transportation, governmental order, unavoidable accident, or shortage of labour or raw materials.

**"FOIPPA"** means the *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, Chapter F-25, as amended or superseded.

**"Goods/Services"** means the goods and/or services identified in this agreement.

**"Governmental Authority"** means any government, regulatory authority, commission, bureau, official, minister, court, board, tribunal, or dispute settlement panel or other law, rule, or regulation-making organization or entity having or purporting to have jurisdiction to exercise any administrative, executive, judicial, legislative, policy, regulatory, or taxing authority or power.

**"Member"** means any current and future members of Canoe during the Term, and any Canoe-represented associations and their current and future members during the Term. Canoe may also be considered a Member in its capacity as a purchaser of Goods/Services. In addition, to be a Member for the purposes of this Agreement, the Member must operate within the Territory during the Term. See <https://canoeprocurement.ca/canoe-current-future-members/> for a general list of Members.

**"Parties"** means both Canoe and the Supplier collectively, and **"Party"** means either one of them.

**"Person"** shall be broadly interpreted and includes any individual, partnership, limited partnership, joint venture, syndicate, sole proprietorship, corporation, with or without share capital, unincorporated association, trust, trustee, or other legal representative, Governmental Authority and any entity recognized by law.

**"Personal Information"** has the meaning ascribed to it in FOIPPA.

**"Program"** means the discounted price program designed by the Supplier for the purchase of Goods/Services by Members.

**"Program Pricing"** means the discounted pricing offered to Members as set out in this agreement.

**"Purchase Agreement"** or **"Participating Addendum"** means the agreement between the Supplier and a Member for the purchase of Goods/Services in accordance with this Agreement.

**"Receiving Party"** means, in connection with particular Confidential Information, the Party that received (directly or indirectly) the Confidential Information from the other Party, or the Party that collected or generated the Confidential Information on behalf of the other Party.

**"Term"** means the term of this Agreement, as set out in Section 1.2.

**"Territory"** means the provinces or regions identified in Schedule "B" – Supplier Response to the RFP.

**"Trade-marks"** means the trade-marks, logos, designs and other indicia used to identify and distinguish a Party and its goods or services in Canada and elsewhere, whether these are registered or not, which are set out in Article 4 (Trade-marks).

## **1.2 Term**

This Agreement comes into effect on the Effective Date and shall continue in force for **until March 31, 2028**, unless terminated in accordance with its provisions. That initial term may be extended by a further period of two (2) years by Canoe.

## **1.3 Rules of Interpretation**

This Agreement shall be interpreted according to the following provisions, unless the context requires a different meaning.

- (a) Unless the context otherwise requires, wherever used herein the plural includes the singular, the singular includes the plural, and each of the masculine and feminine includes the other gender.
- (b) References containing terms such as "includes" and "including", whether or not used with the words "without limitation" or "but not limited to", shall not be deemed limited by the specific enumeration of items but shall, in all cases, be deemed to be without limitation and construed and interpreted to mean "includes without limitation" and "including without limitation".
- (c) The division of this Agreement into articles and sections and the insertion of headings are for convenience of reference only and shall not affect the construction or interpretation of this Agreement.
- (d) "Hereof", "hereto" and "hereunder" and similar expressions mean and refer to this Agreement and not to any particular section or paragraph. References herein to "Article", "Section", or "Schedule" refer to the applicable article, section or schedule of this Agreement.
- (e) If any action is required to be taken pursuant to this Agreement on or by a specified date which is not a Business Day, then such action shall be valid if taken on or by the next succeeding Business Day.

## **1.4 Schedules**

The following Schedules are incorporated by reference into and form part of this Agreement:

Schedule A	RFP Particulars
Schedule B	Supplier Response to the RFP
Schedule B1	Pricing
Schedule C	Marketing and Promotion of Agreement
Schedule D	Sample Sales Report

### **1.5 Order of Priority**

In the event of any conflict or inconsistency between any of the Articles of this Agreement and the Schedules to this Agreement, that conflict or inconsistency shall be resolved in the following (descending) order of priority:

- (a) Article 1 to Article 11 of this Agreement;
- (b) Schedule A (RFP Particulars);
- (c) Schedule B (Supplier Response to the Agreement)
- (d) Schedule B1 (Pricing)
- (e) Schedule C (Marketing and Promotion of Agreement)
- (f) Schedule D (Sample Sales Report)

provided that Schedule A (RFP Particulars) will supersede Article 1 to Article 11 of this Agreement if it expressly references the specific section or Article of this Agreement that it intends to supersede.

## **ARTICLE 2 PROGRAM ADMINISTRATION AND SUPPORT**

### **2.1 Program Details**

- (a) The Parties agree that Canoe administers the Program as set out in this Agreement. Through the Program, Members have the option to purchase from the Supplier, and the Supplier agrees to supply to Members, the Goods/Services at Program Pricing.
- (b) Members using the program may wish to enter into a separate Purchase Agreement or Participating Addendum negotiated directly with the Supplier that contains additional terms and conditions. The terms of that Purchase Agreement cannot be less favorable to the Member than this Agreement, nor shall they conflict with any provision of this Agreement.
- (c) All Members orders under this Agreement must be issued prior to expiration of this Agreement; however, Supplier performance, Member payment, and any applicable warranty periods or other Supplier or Member obligations may extend beyond the term of this Agreement.
- (d) The Parties agree that the Supplier is an independent supplier and is not the agent or partner of Canoe. Nothing contained in this Agreement shall create or be deemed to create the relationship of joint venture, partnership, or agency between the Parties. Neither Party shall represent itself as the joint venturer, partner or agent of the other. The Supplier has no authority to bind Canoe, and will not represent itself as having that authority.

### **2.2 Responsibilities of the Supplier**

- (a) The Supplier will work and act in an ethical manner demonstrating integrity, professionalism, accountability, transparency and continuous improvement.

- (b) The Supplier will facilitate and administer the marketing and sales aspects of the Program as outlined in this Agreement – including Schedules A and B.
- (c) The Supplier will execute the engagement plan set out in Schedules A and B and will refine that plan over the course of the Term, and as reasonably requested by Canoe.
- (d) The Supplier acknowledges that Articles 1-11, Schedules A and B will be posted on [www.canoeprocurement.ca](http://www.canoeprocurement.ca).
- (e) The Supplier will provide prompt cooperation to Canoe and its representatives to ensure that the Program is effective and responsive to Members.
- (f) The Supplier will manage the transition of Members into the Program, and will take commercially reasonable efforts to ensure a prompt and seamless transition.
- (g) During the Term, the Supplier will continually provide Members with the Program Pricing for all Goods/Services.
- (h) The Supplier will communicate directly with Members regarding low stock levels, major discounts, and other time sensitive subject matter.
- (i) The Supplier will inform Canoe of important developments within the industry that affect the Program or the Goods/Services.
- (j) The Supplier will maintain the insurance required under Section 11.3 at all times during the Term.
- (k) The Supplier will provide the insurance documents, sales report and pay the administrative fee as required by Canoe on time.

### **2.3 Responsibilities of Canoe**

- (a) Canoe will facilitate and administer the financial and payment aspects of the Program as outlined in this Agreement – including all the Schedules.
- (b) Canoe will act as a liaison between the Supplier and the Members, to help facilitate obtaining any information required in relation to the Program. Canoe will support the Supplier's Program marketing efforts by making information about the Program available to its Members.

### **2.4 Program Leads**

- (a) Canoe and the Supplier will each designate a representative from its organization with the authority and competence to coordinate and manage its contributions to the Program on such Party's behalf (each a "**Program Lead**").
- (b) Once each quarter, or as otherwise reasonably requested by either Party, the Program Leads shall formally review the progress of the Program including any problems, concerns, results and any other information material to the progress and success of the Program. Such review shall occur by teleconference at a time mutually agreeable to the Program Leads.

## **2.5 No Guaranteed Volumes**

Canoe makes no guarantee of the value or volume of purchases of Goods/Services by Members under the Program.

## **2.6 Exclusivity**

Canoe makes no assurances that Members will exclusively purchase Goods/Services from the Supplier. Members are not bound to purchase Goods/Services through the Program and may contract with others for the same or similar goods or services.

## **2.7 Conflict of Interest**

The Supplier shall take reasonable measures to ensure that its directors and officers involved in the Program promptly disclose to it any actual or reasonably suspected Conflict of Interest in connection with the Program. The Parties shall cooperate in determining whether a Conflict of Interest exists and how it will be addressed or avoided, and provided that if the Conflict of Interest cannot be resolved to Canoe's satisfaction, acting reasonably, Canoe may deem the Conflict of Interest to be a material breach of this Agreement by the Supplier.

# **ARTICLE 3 FINANCIAL MATTERS**

## **3.1 Maximum Pricing**

Except for pre-approved adjustments made pursuant to Section 8.1, all Pricing shall be fixed at or below the Pricing listed in Schedule B1 for the entire term of this Agreement including the extension period if exercised.

## **3.2 Administrative Fees**

- (a) During the Term, the Supplier will pay to Canoe the Administrative Fee defined in Schedule B based on the aggregated invoiced value before tax of all Goods/Services acquired by all Members from the Supplier.
- (b) The Administrative Fee will be paid monthly on the fifteenth (15<sup>th</sup>) day of each month to Canoe via electronic funds transfer ("EFT") at [accounting@canoeprocurement.ca](mailto:accounting@canoeprocurement.ca).

## **3.3 Supplier Expenses**

If previously agreed to in writing by Canoe, Canoe will reimburse the Supplier for legitimate and reasonable business expenses, upon invoice with proper proof of the expense having been incurred by the Supplier in performance of its activities under the Program.

## **3.4 Billings and Payment**

- (a) All invoices regarding Member purchases of Goods/Services and all payments to the Supplier in satisfaction of those invoices are processed through the Supplier.

- (b) All invoices must include:
  - (i) a 'Bill To' section to the Member address;
  - (ii) a 'Ship To' section that includes the Member name, address, and Canoe Member number;
  - (iii) Canoe contract number; and
  - (iv) for each type of Goods/Services purchased by the Member:
    - (A) detailed description of what was purchased;
    - (B) quantities, unit price, discount rate(s), and extended price (these prices shall include any Administrative Fee based on Schedule B); and
    - (C) GST, PST, and/or HST number (stated separately).
- (c) Invoices should not include:
  - (i) any statement of an Administrative Fee or commission;
  - (ii) any statement that indicates a reduced amount for paying an invoice within a certain time frame.
- (d) To the extent Canoe or any Member requests reasonable supporting documentation regarding invoiced amounts, the Supplier shall promptly provide it and the period to pay that invoice shall be extended by the time period between the Supplier's receipt of that request and the delivery of the relevant supporting documentation to Canoe.
- (e) The Supplier shall ensure that any person ordering on behalf of a Member provides the Supplier with the Member's Canoe member number for electronic entry on the invoice.

### **3.5 Financial Reporting and Record-keeping**

- (a) The Supplier will provide monthly reports to Canoe about Member purchases under the Program due no later than the fifteenth (15<sup>th</sup>) of each month according to Schedule D (Sample Sales Report). If there are no sales to report, the report will indicate \$0.
- (b) All reports are to be sent to [accounting@canoeprocurement.ca](mailto:accounting@canoeprocurement.ca) in xls format.
- (c) All reports must include:
  - (i) Member name, number and address, province
  - (ii) Canoe contract number
  - (iii) Purchase order number
  - (iv) Transaction/PO date
  - (v) Accounting date



- (vi) Delivery date
- (vii) Sales for the reporting period
  - (A) Total purchase in Canadian dollars
  - (B) Itemised shipping, freight, taxes, and earning total
  - (C) Contract applicable spend VS other fees
  - (D) If there are no sales to report, the report will indicate 0\$
- (d) Canoe has approval from participating Members to allow the Supplier to share their purchase data with Canoe for the purpose of financial reporting.
- (e) The Supplier will provide segmented reporting on each of the provincial associations represented in this RFP.
- (f) The Supplier will provide a business review to Canoe at least annually to discuss the Program sales performance and the deployment and effectiveness of marketing strategies.
- (g) The Supplier will gather, maintain and collaborate with Canoe in respect to strategy, opportunities, legislative changes, Members and market intelligence as well as funding trends.
- (h) The Supplier shall keep and maintain sufficient records in connection with the Program to substantiate that it has performed its obligations hereunder, including as they relate to the payment of the Administrative Fee.
- (i) Canoe, its authorized representatives, or an independent auditor identified by Canoe may, at Canoe's expense, upon reasonable prior notice to the Supplier, review or audit the Supplier's records regarding the Supplier's performance of its obligations hereunder. The Supplier shall provide reasonable cooperation in connection with the foregoing and shall disclose or grant reasonable access to any information requested by Canoe, its authorized representatives or an independent auditor in connection with the Program or this Agreement.

## **ARTICLE 4**

### **TRADE-MARKS**

#### **4.1 Trade-mark License and Branding**

Each Party acknowledges that certain aspects of the Program may be co-branded, such that the name and certain trade-marks of both Parties are used by both Parties in materials prepared in connection with the Program. Each Party agrees that:

- (a) it is the sole owner of all right, title, and interest in and to its Trade-marks;
- (b) any use of the other Party's Trade-marks enures solely to the benefit of that Party and neither Party acquires any rights in the other Party's Trade-marks as a result of such use;

- (c) it shall maintain and exercise control over the character and quality of the use of its Trade-marks as used in association with the Program; and
- (d) whenever it uses the other Party's Trade-marks in accordance with this Agreement, it shall (i) use such Trade-marks strictly in accordance with that other Party's standards of quality and specifications for appearance and style as may be supplied by that Party from time to time; (ii) use such Trade-marks only in the manner and form approved by that Party; (iii) clearly identify the use of the Trade-marks as a licenced use and identify the other Party as the owner of the Trade-marks, in any manner specified by the other Party from time to time; and (iv) not alter, modify, dilute or otherwise misuse the Trade-marks.

## **ARTICLE 5 REPRESENTATIONS AND WARRANTIES**

### **5.1 Representations by Each Party**

Each Party represents and warrants to the other that:

- (a) it has the authority to enter into this Agreement and carry out its obligations hereunder, and doing so will not result in a violation by it of any law or any rule, judgment, order, decree or similar act of any Governmental Authority;
- (b) this Agreement has been duly executed by it; and
- (c) it has not granted and shall not grant any rights or licenses and has not entered into and shall not enter into any agreement, either written or oral, that would conflict with this Agreement or the Program.

### **5.2 Representations by the Supplier**

The Supplier represents and warrants that:

- (a) it is properly qualified, licensed, equipped, and financed to provide the Program and perform its obligations under this Agreement and any Purchase Agreement;
- (b) if the Supplier is a manufacturer or wholesale distributor, the Supplier has a documented relationship with a suitable dealer network where that dealer network is informed of, and authorized to accept, purchase orders pursuant to any Purchase Agreement on behalf of the Supplier – and any such dealer will be considered a subcontractor of the Supplier for the purposes of this Agreement;
- (c) It shall comply with all foreign and domestic applicable federal, provincial and municipal laws and regulations including but not limited to the obligations under *Fighting Against Forced Labour and Child Labour in Supply Chains Act*, S.C. 2023, c. 9.
- (d) all of its obligations will be carried out by qualified personnel and all work will be performed in a professional manner;

- (e) it is not aware of any proceeding in progress or pending or threatened that might be expected to have a materially adverse effect on the Program or impact its ability to meet its obligations under this Agreement; and
- (f) after due inquiry, it is not aware of any circumstances which do or might cause a Conflict of Interest in respect of its participation in the Program.

## **ARTICLE 6**

### **CONFIDENTIAL INFORMATION**

#### **6.1 Use and Non-Disclosure of Confidential Information**

The Receiving Party agrees not to:

- (a) use Confidential Information for any purpose except to carry out the Program; or
- (b) grant access or disclose Confidential Information to any person except to those agents, directors, officers, employees and contractors of the Receiving Party who are required to have access to the information in order to carry out the Program, and who are bound by obligations to protect the Confidential Information that are substantially similar to those set out in this Agreement (provided that the Receiving Party remains liable for any breach of confidence cause by such persons).

#### **6.2 Protection**

The Receiving Party agrees that it will take all reasonable measures to protect the Confidential Information from loss, theft or any use or disclosure not permitted under this Agreement, which measures shall include:

- (a) taking reasonable measures to ensure that only those agents, directors, officers, employees and contractors of the Receiving Party who are required to have access to the Confidential Information in order to carry out the Program have access to such limited Confidential Information as may be necessary for their duties; and
- (b) taking the highest degree of care that the Receiving Party utilizes to protect its own Confidential Information of a similar nature, but no less than a reasonable degree of care, given the nature of the Confidential Information.

#### **6.3 Mandatory Disclosure**

Notwithstanding Section 6.2(b), the Disclosing Party acknowledges and agrees that the Receiving Party may be required by law or a Governmental Authority to disclose Confidential Information. If the Receiving Party believes that the disclosure of Confidential Information is or is about to be required by law or Governmental Authority, it will notify the Disclosing Party of the circumstances and scope of the disclosure – with an oral notice provided as soon as reasonably possible and as much in advance of the impending disclosure as possible, and such oral notice confirmed in writing promptly thereafter – and will provide reasonable assistance in resisting such disclosure.

#### **6.4 Notice of Unauthorized Use or Disclosure**

The Receiving Party agrees to notify the Disclosing Party of any actual or reasonably suspected loss, theft or unauthorized use or disclosure of Confidential Information that may come to its attention – with an oral notice provided immediately, and confirmed in writing promptly thereafter.

#### **6.5 No Proprietary Right**

The Receiving Party agrees that it acquires no right, title or interest to the Confidential Information, except a limited right to use that Confidential Information in connection with the Program. All Confidential Information shall remain the property of the Disclosing Party (to the extent possible) and no licence or other right, title or interest in the Confidential Information is granted hereby.

#### **6.6 Return / Non-Use of Confidential Information and Other Related Materials**

On receipt of a written demand from the Disclosing Party, and in any event within twenty (20) days after the expiry or termination of this Agreement, the Receiving Party shall immediately return all Confidential Information, including any related Confidential Material, to the Disclosing Party, or, if instructed by the Disclosing Party to destroy any Confidential Information, shall securely destroy that Confidential Information and related Confidential Material and provide a written certificate to the Disclosing Party certifying the destruction of such Confidential Information and Confidential Material. This Section 6.6 shall not apply to routinely made back-up copies of Confidential Information in electronic form, or to archival copies required to be retained under the applicable law, provided that the Receiving Party shall comply with this Agreement in respect of such copies.

#### **6.7 Freedom of Information Laws**

- (a) The Supplier acknowledges that Canoe is subject to FOIPPA and that any information provided to Canoe in connection with the Program or otherwise in connection with this Agreement, or held on Canoe's behalf, may be subject to disclosure in accordance with FOIPPA. The Supplier also acknowledges that Members may be subject to other freedom of information legislation, which may similarly require them to disclose any information provided to them or held on their behalf in connection with the Program or any Purchase Agreement.
- (b) To support Canoe's compliance with FOIPPA, the Supplier will:
  - (i) provide Canoe-related records to Canoe within seven (7) days of being directed to do so by Canoe;
  - (ii) promptly refer to Canoe all requests made to the Supplier by third parties referencing FOIPPA or other public sector freedom of information laws;
  - (iii) not access any Personal Information on Canoe's behalf unless Canoe determines, in its sole discretion, that access is permitted under FOIPPA and is necessary in order to provide the Program and/or Goods/Services to Members under the Program;
  - (iv) keep Canoe Confidential Information physically or logically separate from other information held by the Supplier;

- (v) not destroy any information related to Program Administration until seven (7) years after the termination of this Agreement unless authorized in writing by Canoe to destroy it sooner;
- (vi) implement other specific security measures requested by Canoe that in the reasonable opinion of Canoe would improve the adequacy and effectiveness of the Supplier's measures to ensure the security and integrity of Canoe Confidential Information (including, for greater certainty, information about or provided by any Member).

## ARTICLE 7 INDEMNITY AND LIABILITY

### 7.1 Liability for Representatives

Each Party shall be responsible for any breach of this Agreement by its directors, officers, and employees – provided that Canoe shall not be responsible for the decisions, actions or omissions of any Member, including for the performance by any Member of its obligations under a Purchase Agreement.

### 7.2 Indemnity

- (a) Subject to the limitation of liability set out in Section 7.3 (and in the case of Canoe, subject to Section 7.1), each Party (an "**Indemnifying Party**") shall indemnify, defend (at its expense) and hold the other Party (the "**Indemnified Party**") and its directors, officers, employees, contractors and agents (collectively, the "**Indemnitees**") harmless in respect of any action, claim, demand, cost, charge, losses, and expenses (including legal costs on a substantial indemnity basis), whether or not well-founded, ("**Losses**") brought against or suffered by the Indemnitees arising out of or related to:

- (i) claims for bodily injury, including death, and claims asserted by third parties for bodily injury, including death;
- (ii) claims for loss or damage to tangible property, and claims asserted by third parties for loss or damage to tangible property; or
- (iii) any breach of the Indemnifying Party's obligations, representations or warranties in the Agreement;

except to the extent that such Losses were not caused by the Indemnifying Party or any person for whom it was responsible. The foregoing indemnity shall be conditional upon the Indemnified Party notifying the Indemnifying Party as soon as is reasonably practicable in the circumstances of any Losses in respect of which this indemnity may apply and of which the Indemnified Party has knowledge, and the Indemnitee cooperating with the Indemnifying Party in the defence of any such claim or action. No such claim or action shall be settled or compromised by the Indemnifying Party without the Indemnified Party's prior written consent.

- (b) The indemnity obligations hereunder will be enforceable without right of set-off or counterclaim as against the Indemnitee. The Indemnifying Party will, upon payment of an indemnity in full under this Agreement, be subrogated to all rights of the Indemnitee with respect to the claims and defences to which such indemnification relates.

### **7.3 Limitation of Liability**

In no event shall either party, its affiliates or any of their respective directors, officers, employees, agents, or subcontractors, be liable to the other party for any claim for punitive, exemplary, aggravated, indirect, consequential or special damages in connection with this agreement, including without limitation damages for loss of profits or revenue, or failure to realize expected savings, howsoever derived. The foregoing shall not supersede the terms of any purchase agreement which provide otherwise.

### **7.4 Equitable Relief**

Each Party acknowledges and agrees that, in the event of any breach or anticipated breach of the provisions of this Agreement relating to Confidential Information or privacy, damages alone would not be an adequate remedy, and agree that the non-breaching Party shall be entitled to equitable relief in respect of that breach, such as an injunction, in addition to or in lieu of damages and without being required to prove that it has suffered or is likely to suffer damages.

## **ARTICLE 8 CHANGES AND TERMINATION**

### **8.1 Product and Pricing Change Requests**

- (a) If the Supplier wishes to adjust Program Pricing or Products, the Supplier must provide Canoe with at least thirty (30) days prior written notice to request any increase or decrease in prices using the Change Request Form. To ensure timely consideration of the request, the Supplier must comply with the instructions set out in the Change Request Form.
- (b) Canoe shall consider all duly completed Change Request Forms and shall notify the Supplier of whether the Program Pricing, products or other change is acceptable or not within twenty (20) days of receipt of the Change Request Form. Canoe shall not unreasonably withhold its approval to any requested change – provided that Canoe may refuse any change in Program Pricing prior to the first anniversary of the Effective Date for any reason or without giving any reason.

### **8.2 Reduction in Scope**

Canoe may, on thirty (30) days prior written notice to the Supplier, reduce the scope of the Goods/Services provided under the Program by identifying specific Goods/Services that will not longer be part of the Program.

### **8.3 Termination by Either Party**

A Party may, without liability, cost or penalty, terminate the Agreement on written notice to the other where such other Party fails to perform or observe any material term or obligation of the Agreement and such failure has not been cured within fifteen (15) days of written notice of such failure being provided to that Party.

### **8.4 Termination by Canoe**

Canoe shall be entitled to terminate the Agreement, without liability, cost, or penalty:

- (a) at any time without cause, and without liability except for required payment for services rendered, and reimbursement for authorized expenses incurred, prior to the termination date, by providing at least sixty (60) days notice to the Vendor;
- (b) on written notice to the Supplier where the Supplier: (i) commits an act of bankruptcy within the meaning of the *Bankruptcy and Insolvency Act* or equivalent legislation; (ii) makes any general assignment for the benefit of creditors or otherwise enters into any composition or arrangement with its creditors; (iii) has a receiver and/or manager appointed over its assets or makes an application to do so; (iv) has a resolution or a petition filed or an order made for its winding up; or (v) ceases to carry on business;
- (c) on thirty (30) days' written notice to the Supplier, following the occurrence of any material change in Canoe's requirements which results from regulatory or funding changes or recommendations issued by any Governmental Authority; or
- (d) on written notice to the Supplier if the Supplier breaches in any material respect any of its obligations or covenants hereunder with respect to Confidential Information or privacy.

#### **8.5 Termination by the Supplier**

- (a) at any time without cause, and without liability except for required payment for services rendered, and reimbursement for authorized expenses incurred, prior to the termination date, by providing at least sixty (60) days notice to Canoe;
- (b) on written notice to Canoe where Canoe: (i) commits an act of bankruptcy within the meaning of the Bankruptcy and Insolvency Act or equivalent legislation; (ii) makes any general assignment for the benefit of creditors or otherwise enters into any composition or arrangement with its creditors; (iii) has a receiver and/or manager appointed over its assets or makes an application to do so; (iv) has a resolution or a petition filed or an order made for its winding up; or (v) ceases to carry on business or operations; or
- (c) on written notice to Canoe if Canoe breaches in any material respect any of its obligations or covenants hereunder with respect to Confidential Information or privacy.

#### **8.6 Orderly Termination**

- (a) In the event of termination or expiry of the Agreement, each Party shall cooperate to effect an orderly wind-up of the Program. Within thirty (30) days of termination or expiry, each Party shall pay to the other any amounts owed to that other Party under this Agreement.
- (b) In the event of a termination of this Agreement by Canoe pursuant to Section 8.4, the Supplier shall be liable to Canoe for any costs incurred by Canoe and corresponding Administration Fees as a result of the notice of default and termination of this Agreement.

#### **8.7 No Limitation of Remedies**

Any termination of the Agreement shall not limit any Party's rights or remedies either in law or in equity.

## **8.8 Survival**

In addition to any other provision dealing with the survival of obligations hereunder, all of the obligations regarding Confidential Information, privacy, indemnifications, disclaimers and limitations on liability set out in this Agreement shall survive the expiry or termination of this Agreement, as shall all any other provisions which, by their nature, ought reasonably to survive expiry or termination.

Notwithstanding any expiration or termination of this Agreement, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 9 through 11 survive the expiration or cancellation of this Agreement. All other rights will cease upon expiration or termination of this Agreement.

## **ARTICLE 9 FORCE MAJEURE**

### **9.1 General**

Except as expressly provided otherwise in the Agreement, dates and times by which a Party is required to render performance under this Agreement shall be postponed to the extent and for the period of time that such Party is prevented from meeting such dates and times by an Event of Force Majeure.

### **9.2 Notice and Performance**

Where an Event of Force Majeure occurs, the Party that is delayed or fails to perform shall give prompt notice to the other Party, and shall use reasonable efforts to render performance in a timely manner.

### **9.3 Right to Terminate**

In the event that a Party's inability to perform due to an Event of Force Majeure continues for longer than forty-five (45) days, the Party that received (or which was entitled to receive) notice pursuant to this Article may terminate this Agreement by written notice to the other Party without further liability, expense, or cost of any kind.

## **ARTICLE 10 DISPUTE RESOLUTION**

### **10.1 General**

- (a) Subject to Section 7.4, in the event of any dispute concerning this Agreement, the Parties agree dispute will be escalated to the highest level of management within their respective organization and given at least seven (7) days to resolve the matter in good faith by such persons. Subject to the provisions of the Agreement, each Party shall continue performing its obligations during the resolution of any dispute, including payment of undisputed amounts then due. If a dispute cannot be resolved between the organizations, the parties agree to resolve the dispute through arbitration.
- (b) This Article 10 shall not:



- (i) apply to claims by third parties; or
- (ii) prevent either Party from seeking an injunction or other equitable relief pursuant to Section 7.4.

## **10.2 Election**

If elected by a Party, any breach or claim arising out of or relating to this Agreement or the breach thereof, may be settled by arbitration in accordance with the *Arbitration Act*, R.S.A. 2000, Chapter A-43 and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

## **10.3 Arbitration Site and Arbitrator**

The arbitration shall be held at the City of Edmonton or at such other site mutually determined by the Parties. Where the Parties are unable to agree upon an arbitrator who is willing to serve within seven (7) days of receipt of a demand to arbitrate by a Party, then either Party may apply to the Court of King's Bench for the appointment of an arbitrator willing to serve.

## **10.4 Procedure**

The arbitrator shall determine the procedure for the arbitration. Such procedure shall include at least one opportunity for written submissions by or on behalf of each Party and may include proceedings by way of exchange of oral argument, hearings with or without witnesses, and such other procedures as the arbitrator deems appropriate. The arbitrator shall have no power to amend the provisions of the Agreement. The proceedings shall be confidential, and the arbitrator shall issue appropriate protective orders to safeguard both Parties' Confidential Information. The arbitrator shall have the right, but not the obligation, to order that the unsuccessful Party pay the fees of the arbitrator, which shall be designated by the arbitrator. If the arbitrator is unable to designate an unsuccessful Party or does not order the unsuccessful Party to pay all such fees, the arbitrator shall so state, and the fees shall be split equally between the Parties.

# **ARTICLE 11 GENERAL**

## **11.1 Notices**

Any notice, demand or other communication to be given or made under this Agreement (a "**Notice**") shall be in writing and shall be sufficiently given or made if:

- (a) delivered in person (including by commercial courier) during a Business Day and left with a receptionist or other responsible employee of the relevant Party at the applicable address set forth below;
- (b) sent by registered mail to the applicable address set forth below; or
- (c) sent by any electronic means of sending messages which produces a paper record (an "**Electronic Transmission**") on a Business Day charges prepaid.

The Parties respective addresses and contact persons are set out in 11.2. Each Notice sent in accordance with this Section shall be deemed to have been received:

- (i) if delivered in person, on the day it was delivered;
- (ii) on the third Business Day after it was mailed (excluding each Business Day during which there existed any general or rotating interruption of postal services due to strike, lockout or other cause); or
- (iii) on the first Business Day after it was sent by Electronic Transmission.

The Parties may change their address for Notice by giving Notice to the other in accordance with this Section.

## **11.2 Contact Information for Notices**

Any Notice to Canoe shall be addressed to:

CANOE PROCUREMENT GROUP OF CANADA  
2510 Sparrow Drive  
Nisku, Alberta T9E 8N5

Attention: Tyler Hannemann, General Manager of Canoe  
Tel: 780.955.8403  
Email: [Tyler@canoeprocurement.ca](mailto:Tyler@canoeprocurement.ca)

Any Notice to the Supplier shall be addressed to:

AVO Vehicle Outfitting Inc.  
1600 A Kingsway Avenue  
Port Coquitlam B.C., V3C 3Y9

Attention: Kendra Pare, President  
Tel: 604-230-7273  
Email: [kendra@avooutfitting.com](mailto:kendra@avooutfitting.com)

## **11.3 Insurance Obligations**

The Supplier shall maintain for the Term, at its own cost and expense, with insurers having a secure A.M. Best rating of B+ or greater, or the equivalent, all the necessary and appropriate insurance that a prudent person carrying out a project similar to its contribution to the Program would maintain, including commercial general liability insurance on an occurrence basis for third party bodily injury, personal injury and property damage, to an inclusive limit of not less than \$5,000,000.00 per occurrence. The policy shall include the following:

- (a) the Indemnitees as additional insureds with respect to liability arising in the course of performance of the Supplier's obligations under, or otherwise in connection with, the Agreement or the performance with the Supplier (or its representatives, agents, dealers and distributors) under a Purchase Agreement;

- (b) a cross-liability clause;
- (c) contractual liability coverage; and
- (d) a thirty (30) day written notice of cancellation, termination or material change.

The Supplier shall provide Canoe with certificates of insurance or other proof as may be requested by Canoe, that confirms the insurance coverage as provided for above.

The Supplier will maintain Workers Compensation Board coverage throughout the Territory and maintain their Certificate of Recognition designation for the Term.

#### **11.4 Public Announcements**

The Supplier shall not make any public statement or issue any press release concerning the Program except with the prior approval of Canoe or as may be necessary, in the opinion of counsel to the Supplier to comply with the requirements of applicable law. When seeking the prior approval of Canoe, the Parties will use all reasonable efforts, acting in good faith, to agree upon a text for such statement or press release which is satisfactory to both Parties.

#### **11.5 Governing Law and Forum**

This Agreement shall be governed by, interpreted and enforced in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein (excluding any conflict of laws rule or principle that might refer such interpretation to the laws of another jurisdiction). Each Party hereby irrevocably attorns to the non-exclusive jurisdiction of the courts of the Province of Alberta for all matters relating to the subject matter of this Agreement.

#### **11.6 Entire Agreement**

This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof and supersedes all prior agreements, negotiations, discussions and understandings, written or oral, between the Parties. There are no representations, warranties, conditions, other agreements or acknowledgements, whether direct or collateral, express or implied, which induced any Party to enter into this Agreement or on which reliance is placed by any Party, except as specifically set forth in this Agreement.

#### **11.7 Amendment and Waiver**

This Agreement may be amended, modified or supplemented only by a written agreement signed by both Parties. Any waiver of, or consent to depart from, the requirements of any provision of this Agreement shall be effective only if it is in writing and signed by the Party giving it, and only in the specific instance and for the specific purpose for which it has been given. No failure on the part of either Party to exercise, and no delay in exercising, any right under this Agreement shall operate as a waiver of such right. No single or partial exercise of any such right shall preclude any other or further exercise of such right or the exercise of any other right.

**11.8 Severability**

If any part of this Agreement is held by a court of competent jurisdiction to be illegal, unenforceable or invalid, it will, be severed from the rest of this Agreement, which shall continue in full force and effect, so long as the economic or legal substance of the matters contemplated hereby is not affected in any manner materially adverse to either Party.

**11.9 Assignment**

This Agreement may not be assigned by either Party without the prior written consent of the other Party.

**11.10 Time of Essence**

Time shall be of the essence in this Agreement.

**11.11 Further Assurances**

Each Party will take all necessary actions, obtain all necessary consents, file all necessary registrations and execute and deliver all necessary documents reasonably required to give effect to this Agreement.

**11.12 Counterparts**

This Agreement may be executed in any number of counterparts. Either Party may send a copy of its executed counterpart to the other Party by Electronic Transmission instead of delivering a signed original of that counterpart. Each executed counterpart (including each copy sent by Electronic Transmission) will be deemed to be an original; all executed counterparts taken together will constitute one agreement.

**IN WITNESS WHEREOF** the Parties have executed this Agreement as of the date first written above.

**CANOE PROCUREMENT GROUP OF CANADA**

By: \_\_\_\_\_  
 Name: Tyler Hannemann  
 Title: General Manager, Canoe Procurement Group

Supplier Legal Name: AVO Vehicle Outfitting Inc.

By: \_\_\_\_\_  
 Name: Kendra Pare  
 Title: President

**SCHEDULE "A"**

**RFP PARTICULARS**

## PART B – RFP PARTICULARS

### A. THE “DELIVERABLES”

#### SOLUTIONS-BASED SOLICITATION

This solicitation and contract award process is a solutions-based solicitation; meaning that Canoe is seeking goods and services that meet the general requirements of the scope of this RFP and that are commonly desired or are required by industry standards.

The scope of this RFP is Fleet Upfitting and Related Accessories. Proponents may include related goods and services to the extent that these solutions are complementary to the commodity being proposed.

#### 1. Requested goods and services

The services must cater to a diverse range of applications that may be used in public sector entities, municipalities, academic institutions, school boards, healthcare organizations, airport authorities, law enforcement, emergency management, first responders, animal control, public utilities, public transportation, transit, ferry, fleet management etc. They play a critical role in ensuring the smooth functioning and longevity of their respective operations.

Canoe expects to award multiple contracts to meet its goal of providing the most comprehensive and diverse range of fleet upfitting and related services to its Members.

While Canoe members are nation wide, **Proponents can select to serve a defined geographical area based on their capabilities.**

This RFP is intended to cover all engines, fuel, and electric propulsion type chassis and cabs including:

- A. Internal Combustion Engine fuel types including but not limited to: Gasoline, Diesel, Propane Autogas, CNG, Biodiesel, or other alternative fuels.
- B. Battery Electric Vehicle (BEV), Fuel Cell Electric Vehicle, Hybrid Electric Vehicle, or other alternative Electric Propulsion System.
- C. Battery Electric Vehicle (BEV), Fuel Cell Electric Vehicle, or other alternative Electric Propulsion Systems.

## FLEET VEHICLES CATEGORIES

Category	Application	In Scope
Commercial	Delivery Trucks	All Classes
	Service Vehicles	All Classes
	Food Trucks	Out of Scope
	Refrigerated trucks for transporting perishable goods	All Classes
	Mobile Offices	All Classes
Construction & Utility	Dump Trucks	All Classes
	Flatbed Trucks	All Classes
	Crane Trucks	All Classes
	Utility Service Trucks with Tool Storage & Equipment	All Classes
	Concrete mixers	All Classes
Public Safety	Ambulance	Out of Scope
	By-law enforcement	All Classes
	Emergency Management Operations	All Classes
	Firetrucks	Out of Scope
	Medical Transport	All Classes
	Police & Security Vehicles	All Classes
	Rescue Vehicles	All Classes
Specialty & Industrial	Mobile Workshops	All Classes
	Oil and gas industry vehicles	All Classes
	Forestry	All Classes
	Snowplows, Ice Control and Salt Spreaders	Light/Medium-Duty Truck
Municipal & Government Services	Street Sweepers	Out of Scope
	Garbage Trucks	Out of Scope
	Maintenance and Landscaping Vehicles	All Classes
	Public Works Trucks	All Classes
Other	Animal Control	All Classes
	Community Outreach Vehicle	All Classes
	Mobile Medical and Scientific Laboratory	All Classes
	Mobile Healthcare Office	All Classes
	Mobile Library Vehicle	All Classes
	Wheelchair Accessible Transportation	All Classes

## 2. Utilisation of the contract – Canoe members

Canoe Members may choose but are not obligated to utilise the services during the term of the agreement. There is no minimum guarantee of usage.

### 3. Requirements

Canoe expects Proponents have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the equipment, products, or services to Members.

- a) **Safety Requirements.** All items proposed must comply with current applicable safety or regulatory standards or codes.
- b) **Deviation from Industry Standard.** Deviations from industry standards must be identified with an explanation of how the equipment, products, and services will provide equivalent function, coverage, performance, and/or related services.
- c) **New Equipment and Products.** Proposed equipment and products must be for new, current model; however, proposer may offer certain close-out equipment or products if it is specifically noted in the Pricing proposal.
- d) **Delivered and operational.** Unless clearly noted in the proposal, equipment and products must be delivered to the Member as operational.
- e) **Warranty.** All equipment, products, supplies, and services must be covered by a warranty that is the industry standard or better.

Proponents should provide a compelling proposal that will easily and clearly show overall best value based on the scope represented in this Solicitation. Best value will include but not be limited to addressing the following in your RFP submission:

- Competitive pricing across the span of services offered beyond a defined service offering;
- Our Members ask; how fast, how much, how can I access the services, how can I set up my own review, does it matter where I'm located, how easy is it to access the services, how does this support the local economy and is this trade agreement compliant, can my entity benefit by using this contract, is there someone that can answer my questions, do you care about me as a customer, what is the level of service I can expect, how will this impact my entity's operations and bottom line effectively?

To support an industry leading value-based solution, Canoe is requesting that all interested proponents provide a thorough and comprehensive description of their ability to deliver on the goods and services when answering the questions in the Procurement Portal.

## B. MANDATORY SUBMISSION REQUIREMENTS

### 1. Submission and Specification Questionnaires

Proponents must answer specification questionnaires directly into Canoe's Procurement Portal. Proposal materials should be prepared and submitted in accordance with the instructions in the Procurement Portal, including any maximum upload file size.

Proponents should refer to the instructions in the Procurement Portal and provide all required information in accordance with the instructions provided.

### 2. Pricing

Each proposal must include pricing information that complies with the instructions set out in the Procurement Portal.



**SCHEDULE "B"**

**SUPPLIER RESPONSE TO THE RFP**

# CAN 2024-010 - Fleet Upfitting and Related Accessories

Opening Date: October 28, 2024 10:29 AM

Closing Date: November 26, 2024 3:00 PM

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## Vendor Details

Company Name: AVO Vehicle Outfitting Inc.  
1600 A Kingsway Avenue  
Address: Port Coquitlam, BC V3C 3Y9  
Contact: Kendra Pare  
Email: kendra@avooutfitting.com  
Phone: 778-285-8200  
HST#: 816263685

## Submission Details

Created On: Tuesday November 05, 2024 18:53:27  
Submitted On: Monday November 25, 2024 23:24:31  
Submitted By: Kendra Pare  
Email: kendra@avooutfitting.com  
Transaction #: 40c82a11-ceed-412f-aade-5ebfdee7774d  
Submitter's IP Address: 96.48.68.212

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Proponents must review and complete the requirement lists and questionnaires as part of their submission.

Corporate Profile

Line Item	Question	Response *
1	Proponent Legal Name (and applicable d/b/a if any):	AVO Vehicle Outfitting Inc.
2	Proponent Address:	1600 A Kingsway Avenue Port Coquitlam B.C. V3C 3Y9
3	Proponent website address:	www.avooutfitting.com
4	Proponent's Authorized Representative (name, title, email address & phone) (The representative must have authority to sign on behalf of the Proponent):	Kendra Pare - President, Co-Owner
5	Proponent's primary contact for this proposal (name title address email address & phone):	Kendra Pare - Co-Owner Shop : 778-285-8200 Cell : 604-230-7273 kendra@avooutfitting.com
6	Proponent's other contacts for this proposal if any (name title address email address & phone):	Tim Baillie - Shop Manager Shop : 778-285-8200 Cell : 604-202-4849 tim@avooutfitting.com
7	Proponent GST registration number:	816263685
8	If the Proponent is representing a consortium, each member of that consortium.	No
9	Provide a brief history of your company, including your company's core values, business philosophy, and longevity in the industry relating to this solicitation.	<p>AVO Vehicle Outfittings has been a leading provider of specialized vehicle customization and outfitting solutions for over 25 years, serving a wide range of industries including law enforcement, emergency services, utility fleets, and government agencies. Our company was founded on the principle of delivering high-quality, durable, and functional vehicle solutions that enhance operational efficiency and safety.</p> <p>History: Since our inception in 1999, AVO has focused on delivering customized vehicle and equipment solutions that meet the unique demands of our clients. We began as a small workshop, and through a commitment to craftsmanship and customer service, we quickly earned a reputation for excellence. Over the years, AVO has grown into a trusted partner for various sectors, offering everything from basic modifications to complex, full-scale vehicle builds.</p> <p>Core Values:</p> <p>Quality: At AVO, we believe in delivering only the highest-quality products. Our vehicle builds are built to last, ensuring our clients get reliable and durable solutions.</p> <p>Integrity: We operate with transparency and honesty in every aspect of our business. We listen to our clients' needs and work collaboratively to provide tailored solutions.</p> <p>Innovation: The vehicle outfitting industry is ever-evolving, and we pride ourselves on staying ahead of trends. AVO invests in cutting-edge technology and innovative designs to provide our clients with the best possible solutions.</p> <p>Safety: Above all, we prioritize safety in every outfitting project. Whether outfitting a law enforcement vehicle or an emergency services truck, ensuring the safety of those who use our vehicles is paramount.</p> <p>Customer Focus: We understand that each client has unique needs, and we make it our mission to provide personalized service, attention to detail, and after-sales support.</p> <p>Business Philosophy: AVO Vehicle Outfitting is committed to delivering cost-effective solutions without compromising on quality or safety. We take a consultative approach with our clients, ensuring that we understand their needs thoroughly before recommending solutions. Whether it's adding specialized equipment to a police vehicle, configuring a fleet for utility work, or designing a completely custom system for a unique requirement, we prioritize function, efficiency, and ease of use.</p> <p>Longevity in the Industry: With over 25 years in the vehicle outfitting industry, AVO has established a solid track record of success. Our longevity is a direct result of our ability to adapt to changing technology, evolving customer needs, and the ever-changing landscape of the vehicle outfitting industry. We've built long-term relationships with clients and suppliers, which helps ensure that we continue to provide top-tier solutions year after year.</p> <p>Conclusion: AVO Vehicle Outfitting remains a trusted partner in vehicle modification, known for our dedication to quality, customer service, and safety. Our vast experience and deep understanding of the industries we serve make us uniquely qualified to meet the demands of this solicitation and continue to build on our history of success.</p>
10	Provide all "Suspension or Debarment" from public entities in Canada your organisation is currently subject to.	None

Bill S-211 declaration

Please note that the response to the information is being collected as data collation for internal use only. The response provided has no bearing on the ability for Proponents to respond to this RFP.

Line Item	Bill S-211	Answer *
1	<p>Does the Proponent identify itself as an "entity" as defined under the Fighting Against Forced Labour and Child Labour in Supply Chains Act or "Bill S211"?</p> <p>As per Bill S211 an "Entity" means a corporation or a trust, partnership or other unincorporated organization that</p> <p>(a) is listed on a stock exchange in Canada;</p> <p>(b) has a place of business in Canada, does business in Canada or has assets in Canada and that, based on its consolidated financial statements, meets at least two of the following conditions for at least one of its two most recent financial years:</p> <p>(i) it has at least \$20 million in assets,</p> <p>(ii) it has generated at least \$40 million in revenue, and</p> <p>(iii) it employs an average of at least 250 employees; or</p> <p>(c) is prescribed by regulations.</p> <p>Please note that the response to the information is being collected as data collation for internal use only. The response provided either yes or no has no bearing on the ability for Proponents to respond to this RFP.</p>	<p><input type="radio"/> Yes</p> <p><input checked="" type="radio"/> No</p>

Building Ontario Businesses Initiative Act - declaration

Please note that the response to the information is being collected as data collation for internal use only. The response provided has no bearing on the ability for Proponents to respond to this RFP.

Line Item	Building Ontario Businesses Initiative Act	Answer *
1	<p>Is your business a supplier, manufacturer or distributor of any business structure that conducts its activities on a permanent basis in Ontario, as defined by the Building Ontario Businesses Initiative Act?</p> <p>Does your business either,</p> <p>i. has its headquarters or main office in Ontario, or</p> <p>ii. has at least 250 full-time employees in Ontario at the time of the applicable procurement process.</p>	<p><input type="radio"/> Yes</p> <p><input checked="" type="radio"/> No</p>

Geographical coverage for offering

Identify the geographical locations included in your offering. While Canoe members are nation wide, **Proponents can select to serve a defined geographical area based on their capabilities.**

Line Item	Province/Territory	Do you currently offer goods in this area? *	Is this area included in your offering for this RFP *	Comments
1	Alberta	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
2	British-Columbia	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers good and service in BC
3	New-Brunswick	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
4	Manitoba	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
5	Newfoundland and Labrador	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
6	Northwest Territories	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
7	Nova-Scotia	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
8	Nunavut	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
9	Ontario	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
10	Prince Edward Island	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
11	Québec	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
12	Saskatchewan	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area
13	Yukon	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	AVO offers the supply of goods but no service in this area

Experience and expertise

Line Item	Question	Reponse *
1	Provide a high level description of your offering.	<p>AVO Vehicle Outfitting specializes in providing tailored vehicle customization and outfitting solutions designed to meet the unique needs of a wide range of industries, including law enforcement, emergency services, utility fleets, government agencies, and more. Our offerings are designed to enhance the functionality, safety, and efficiency of vehicles, ensuring they are equipped for specialized tasks in demanding environments.</p> <p>Core Offerings:</p> <p>Custom Vehicle Modifications: We provide comprehensive vehicle modifications, ranging from basic alterations to full-scale outfitting. Our customizations include storage solutions, shelving systems, equipment mounts, and specialized fittings to accommodate tools, machinery, or emergency equipment.</p> <p>Whether it's a work truck, emergency vehicle, or fleet vehicle, AVO tailors each modification to meet the operational needs and specifications of the client.</p> <p>Emergency &amp; Specialty Vehicle Outfitting: For law enforcement, fire departments, and emergency medical services (EMS), we design and install life-saving equipment, communication systems, lighting, sirens, and more.</p> <p>We ensure that all emergency vehicles are outfitted for optimal response times, equipment accessibility, and safety, providing solutions that are built to withstand the rigors of high-pressure, fast-paced environments.</p> <p>Utility and Fleet Vehicle Solutions: AVO provides outfitting for utility vehicles, including work trucks, vans, and service vehicles. We specialize in creating efficient storage and organizational systems to maximize space and streamline workflows, ensuring that essential tools and equipment are easily accessible.</p> <p>Our outfitting options include shelving units, drawer systems, toolboxes, ladder racks, and other industry-specific configurations that improve productivity and organization.</p> <p>Vehicle Electrical Systems and Integrations: We offer complete electrical system installations and upgrades, including the integration of communication systems, GPS units, lighting controls, sirens, power inverters, and specialized electrical equipment. Our electrical integrations ensure that all systems are optimized for reliable performance, safety, and ease of use, providing seamless integration with the vehicle's existing infrastructure.</p> <p>Upfitting for Custom and Niche Applications: AVO also caters to unique and niche industries that require specialized vehicle outfitting. From mobile command centers to custom transport solutions for specific industries, we have the experience and expertise to create highly specialized setups that meet the most demanding requirements.</p> <p>Our team works closely with clients to design vehicles that meet specific regulatory standards, functionality, and safety requirements.</p> <p>Fleet Management &amp; Maintenance Support: Beyond outfitting, AVO offers ongoing support and fleet management services to ensure that outfitted vehicles continue to perform optimally throughout their lifespan. This includes regular maintenance, system upgrades, and vehicle refurbishing.</p> <p>Our dedicated support teams are available to assist with troubleshooting, repairs, and modifications, ensuring that the fleet stays operational and compliant with all regulations.</p> <p>Quality and Safety: AVO's outfitting solutions prioritize safety, reliability, and compliance with industry standards. We use high-quality materials, advanced manufacturing techniques, and rigorous testing processes to ensure that every modification is built to last and meets the highest safety and performance standards.</p> <p>Conclusion: At AVO Vehicle Outfitting, our goal is to provide each client with a customized, efficient, and functional vehicle that meets their unique operational needs. Whether outfitting a fleet of emergency response vehicles or creating a tailored solution for a specialized industry, we bring expertise, quality craftsmanship, and a commitment to customer satisfaction to every project.</p> <p>Our tailored vehicle outfitting solutions are built to optimize operational efficiency, improve safety, and ensure that our clients are equipped to meet the challenges of their respective industries.</p>
2	What is your Canadian public sector market share for the solutions you are proposing?	<p>AVO Vehicle Outfitting has developed a strong presence in the Canadian public sector over the years, working with a wide range of government agencies, law enforcement, emergency services, and utility providers. Our reputation for delivering high-quality, durable, and customized vehicle outfitting solutions has made us a trusted partner in the Canadian public sector.</p> <p>Market Share Estimate &amp; Growth Potential: Given AVO's history of successful partnerships, established client relationships, and deep understanding of the specific needs of the Canadian public sector, it's fair to say that AVO holds a competitive position in the market, though the exact share would depend on factors such as geographical reach, specific contracts, and the size of competitors in the region.</p>

3	What do you consider to be the top three market differentiators of your products/services relative to this solicitation?	<p>AVO considers our top 3 market differentiators are as follows:</p> <p>1. Innovation and Technology:</p> <p>AVO's Use of Cutting-Edge Technology: AVO may stand out by offering unique, next-generation technology or features that competitors lack. For example, if AVO has developed a proprietary technology for software platform, this can be a major differentiator. If AVO integrates 25 years of experience into its products/services in a way that enhances efficiency, performance for user experience, this could be a key differentiator.</p> <p>2. Customization and Flexibility:</p> <p>Tailored Solutions: AVO differentiates ourselves by offering highly customizable solutions that meet the specific needs of clients, something that competitors' more standardized offerings might not match.</p> <p>Scalability: AVO's products/services are designed to scale with the client's needs, from small operations to large enterprises.</p> <p>3. Customer Support and Service Excellence:</p> <p>End-to-End Support: AVO offers exceptional customer support, from initial onboarding to ongoing technical assistance. A personalized approach to customer service and responsiveness sets AVO apart from competitors.</p> <p>Training and Enablement: AVO provides training programs and resources that ensure customers maximize the value of the product/service, we have found this to be a significant advantage over competitors who do not provide as much support.</p>
4	Describe the depth and breadth of your experience with municipal markets.	<p>AVO has extensive experience outfitting vehicles for a wide range of municipal applications, with a deep understanding of the unique needs and requirements that local governments and municipal agencies face. Our vehicle outfitting solutions are tailored to meet the operational demands of municipal fleets, from public safety and emergency response vehicles to public works and utility service vehicles.</p> <p>1. Comprehensive Vehicle Customization Capabilities</p> <p>Tailored Safety: AVO offers a full spectrum of vehicle customization options, ensuring that municipal vehicles are equipped to handle the specific tasks for which they are intended. This includes outfitting for specialized functions such as fire and emergency medical services (EMS), waste management, public safety, and street maintenance.</p> <p>Modular Design: Our solutions are highly flexible, with modular configurations that can be adapted to the evolving needs of municipal fleets. Whether outfitting a fleet of fire trucks, public works vehicles, or specialized transport, AVO designs and installs purpose-built features such as storage compartments, lighting, safety equipment, tool integration, and communications systems.</p> <p>Durability and Reliability: Recognizing that municipal vehicles often face demanding environments and usage conditions, AVO ensures that all outfitting solutions are built with durability and longevity in mind, reducing maintenance costs and downtime for municipalities.</p> <p>2. Expertise Across a Range of Municipal Applications</p> <p>Public Safety: AVO has outfitted a large number of vehicles for municipal police departments, fire departments, and EMS units. Our solutions include custom lighting, safety systems, mobile command centers, and more, ensuring that first responders have the tools they need to operate effectively and safely in critical situations.</p> <p>Public Works &amp; Utilities: We provide comprehensive outfitting for utility and public works vehicles, such as snowplows, trash collection trucks, and road maintenance vehicles. AVO designs these vehicles to handle the rigors of municipal service, integrating features like hydraulic lifts, weather-resistant storage, and enhanced visibility for drivers in various weather conditions.</p> <p>Specialized Fleet Management: In addition to vehicle outfitting, AVO supports municipalities in fleet management, helping agencies maximize the efficiency, safety, and sustainability of their fleets. We integrate telematics systems, GPS tracking, and fuel management solutions to support long-term fleet optimization.</p> <p>3. Long-Standing Relationships and Proven Track Record</p> <p>Partnerships with Local Governments: Over the last 25 years AVO has cultivated long-term partnerships with numerous municipalities across the country, delivering outfitting solutions for both large and small local government fleets. Some of AVO Vehicle Outfitting Inc's long-standing relationships are CBSA, RCMP, City of Vancouver, Vancouver Police and Fire Department, West Vancouver Police and Fire, District of North Vancouver, Surrey Police, Coquitlam Fire, BCEHS, BC Sheriffs, JIBC, Ministry of Forest and Compliance, City of Kelowna and many more. Our experience spans a variety of vehicle types, including light-duty, medium-duty, and heavy-duty vehicles. AVO has multiple repeat contracts, 3 for RCMP Lower mainland, Island and Interior, City of Vancouver, BCEHS and more for fleet outfitting, installation of equipment, and repairs.</p> <p>Track Record of Success: We have a proven history of successfully outfitting vehicles for municipal contracts, completing projects on time and within budget while ensuring compliance with local regulations and industry standards. Our dedication to quality and customer satisfaction has made us a trusted partner for municipalities seeking reliable and cost-effective vehicle outfitting solutions.</p> <p>4. Compliance and Regulatory Expertise</p> <p>Municipal Standards and Requirements: AVO has deep familiarity with the regulatory standards and operational requirements that apply to municipal vehicles, including safety regulations, emissions standards, and local ordinances. We ensure that all outfitted vehicles meet or exceed these requirements, helping municipalities stay in compliance while reducing operational risk.</p> <p>Sustainability Focus: AVO is committed to sustainability and energy efficiency in all its vehicle outfitting solutions. Whether it's outfitting electric or hybrid vehicles for public transportation fleets or providing solutions that help municipalities reduce their carbon footprint, we offer environmentally responsible options to help municipalities meet their sustainability goals.</p> <p>5. Ongoing Support and Service</p> <p>Lifecycle Support: Our relationship with municipal clients doesn't end with vehicle outfitting. AVO provides ongoing support and maintenance services, ensuring that municipal fleets continue to operate efficiently over the long term. From warranty services to repair and maintenance, AVO offers comprehensive after-market care to ensure the longevity and optimal performance of municipal vehicles.</p> <p>Training and Education: We also provide training programs for municipal fleet operators to ensure that they can effectively use and maintain the outfitted vehicles, enhancing safety and reducing the likelihood of operational issues.</p> <p>In Summary: AVO's experience in vehicle outfitting for the municipal market is marked by a deep understanding of the unique challenges and requirements of local government operations. We offer customizable, durable, and reliable outfitting solutions across a broad spectrum of municipal applications, supported by a proven track record, regulatory expertise, and a commitment to ongoing service and support. Whether outfitting fire trucks, waste management vehicles, or specialized utility trucks, AVO is a trusted partner for municipalities looking to enhance the functionality, safety, and efficiency of their fleets.</p>

5	Describe your experience with group purchasing, including a list of current cooperative purchasing contracts in North America.	<p>AVO has over 25 years of experience providing comprehensive vehicle outfitting solutions, parts, and services to a variety of large fleet contracts and group purchasing organizations. Our history of successful collaborations with municipal, provincial, and federal agencies, including high-profile contracts with the Royal Canadian Mounted Police (RCMP), major truck builders, and other large fleet operators, underscores our capacity to meet the unique needs of large-scale purchasing programs.</p> <p>Established Contracts: AVO has maintained strong relationships with several Group Purchasing Organizations (GPOs) that facilitate bulk procurement for municipalities, law enforcement agencies, and other government entities. Through these partnerships, AVO has become a trusted vendor for outfitting solutions and parts supply, ensuring municipalities and fleet operators have access to high-quality, cost-effective products and services.</p> <p>Volume Purchasing Expertise: AVO has significant experience handling large-volume purchases, managing the logistics, delivery, and installation of outfitting kits and parts to large fleets. This includes large orders for vehicle components, such as custom storage systems, emergency lighting, safety equipment, and specialized accessories, all while maintaining efficient delivery schedules and competitive pricing.</p> <p>RCMP Contracts: AVO has been a trusted partner to the Royal Canadian Mounted Police (RCMP) for many years, providing specialized vehicle outfitting solutions, parts, and services. This includes outfitting police vehicles with the latest communication equipment, lighting systems, and other essential law enforcement tools.</p> <p>Public Safety Fleet Expertise: Beyond the RCMP, AVO has outfitted numerous police, fire, and emergency vehicles across multiple provinces and territories, ensuring compliance with strict regulatory standards and delivering solutions that support safety and operational effectiveness in high-stakes environments.</p> <p>Truck Builders: AVO has also worked extensively with Express Custom on Vancouver Island, Commercial Truck in Surrey which are large truck manufacturers and fleet operators, providing outfitting services for a wide range of commercial vehicles, including delivery trucks, service vehicles, and specialized heavy-duty trucks. This includes outfitting vehicles for public works, waste management, utility companies, and transportation fleets.</p> <p>Fleet Contracts: Our experience extends to managing fleet contracts for large-scale municipal and corporate fleets, where AVO provides not only vehicle outfitting but also ongoing supply of parts, maintenance services, and fleet management solutions. AVO has a longer working relationship with Metro Ford which is the largest fleet provider of Ford vehicles to law enforcements in BC. These contracts often span multiple years and include regular assessments to ensure the fleets remain operational and compliant with regulatory requirements.</p> <p>Parts Supply: AVO has supplied a wide range of parts through group purchasing contracts, from standard vehicle components to highly specialized equipment. We ensure that all parts meet OEM (Original Equipment Manufacturer) specifications and are delivered on time to support the operational needs of fleet operators.</p> <p>In addition to parts supply, AVO offers a full range of services, including installation, maintenance, and warranty support, all of which are available under group purchasing contracts. This end-to-end service model ensures that customers receive high-quality, timely support, reducing the administrative burden for municipalities and large organizations.</p> <p>Warranty and Lifecycle Support: Through these contracts, AVO provides warranty coverage based on the Manufactures warranty. AVO offers a lifetime warranty on our installations for as long as our customers own there vehicle.</p> <p>Over the years, AVO has been awarded numerous purchasing contracts, some of which include but are not limited to:</p> <p>Royal Canadian Mounted Police (RCMP): AVO has been awarded several contracts over the years to supply outfitting solutions, vehicle parts, and ongoing support services for the RCMP's fleet of law enforcement vehicles. This includes outfitting specialized police vehicles with custom lighting, communications systems, and other law enforcement-specific equipment.</p> <p>AVO has ongoing agreements for outfitting public safety vehicles, utility vehicles, and maintenance fleets. We provide everything from bulk parts procurement to full outfitting packages for fire trucks, police cruisers, waste management vehicles, and snowplows.</p> <p>Large Truck Manufacturers: AVO has had contracts with leading truck manufacturers for outfitting and parts supply, including specialized vehicles for commercial fleets, public works, and transportation companies.</p> <p>AVO has a Proven Success in Group Purchasing. Our track record of delivering quality parts, outfitting services, and fleet management solutions under group purchasing contracts demonstrates our ability to meet the unique needs of large organizations. AVO has consistently delivered on time, within budget, and in compliance with regulatory requirements.</p> <p>Competitive Pricing and Efficiency: AVO's ability to streamline the procurement process for large fleet purchases ensures that municipalities, law enforcement agencies, and corporations benefit from competitive pricing while receiving high-quality products and services. Through group purchasing contracts, AVO offers economies of scale and a simplified procurement process for our clients.</p> <p>Comprehensive Vehicle Outfitting and Services: AVO's extensive experience with outfitting a wide range of vehicles for specialized applications means that we can meet the diverse needs of our clients, whether they require outfitting for first responders, utility workers, or commercial fleet operators.</p> <p>Conclusion: AVO's experience in vehicle outfitting and parts/services provision through group purchasing agreements has spanned more than 25 years, during which we have built strong, long-term relationships with key public and private sector clients. From outfitting RCMP vehicles to supporting large fleet contracts for municipalities, truck builders, and other organizations, AVO is well-positioned as a leader in this space. Our commitment to quality, cost efficiency, and exceptional service has made us the preferred partner for many large-scale purchasing programs.</p>
6	Describe your knowledge of Canadian regulatory environment and standards related to fleet upfitting services.	<p>AVO has an extensive understanding of the Canadian regulatory landscape and the specific standards that govern fleet upfitting services. With over 25 years of experience in outfitting a wide range of vehicles for municipalities, law enforcement agencies, and corporate fleets across Canada, AVO is well-versed in the rules and regulations that ensure safety, compliance, and operational efficiency. We recognize that fleet upfitting in Canada must meet both national and provincial requirements, and we work diligently to ensure all outfitting projects align with these standards.</p>
7	Explain how your company ensures the upfitted vehicles meet necessary safety and compliance requirements of public clients.	<p>AVO takes a comprehensive and meticulous approach to vehicle outfitting, ensuring that all upfitted vehicles meet the necessary safety and compliance requirements for public sector clients, including municipal, provincial, and federal government agencies, as well as law enforcement and emergency response services. Our process integrates regulatory adherence, quality control, and industry best practices to deliver vehicles that are safe, reliable, and fully compliant with relevant standards.</p> <p>Here's how AVO ensures upfitted vehicles meet the required safety and compliance requirements:</p> <ol style="list-style-type: none"> <li><b>1. Compliance with Canadian Motor Vehicle Safety Standards (CMVSS)</b> Adherence to CMVSS Regulations: All upfitting modifications by AVO are done in full compliance with Canadian Motor Vehicle Safety Standards (CMVSS), which are the national standards governing vehicle safety and construction. This includes ensuring that any modifications, whether to lighting, communication equipment, storage compartments, or other vehicle systems, meet federal regulations related to vehicle safety, including structural integrity and lighting visibility.</li> <li><b>2. Provincial and Local Safety Standards</b> Adherence to Provincial Regulations: In addition to federal standards, AVO ensures that upfitted vehicles meet the specific requirements set forth by provincial and local regulatory bodies. For example, in provinces like Ontario, British Columbia, or Quebec, we comply with provincial road safety laws, which may include regulations for vehicle markings, lighting configurations, weight limits, and safety equipment.</li> <li><b>3. Specialized Public Safety and Emergency Vehicle Compliance</b> Law Enforcement and Emergency Services Vehicles: AVO has specialized experience working with public safety agencies, including police, fire, and EMS vehicles. For example, police vehicles require specific upfitting that adheres to national RCMP standards and provincial police specifications. These include the installation of emergency lighting, sirens, mobile data terminals, prisoner transport barriers, and other law enforcement tools. AVO ensures that these modifications meet all relevant RCMP Vehicle Specification Manuals and provincial law enforcement regulations. Fire and Emergency Vehicles: For fire trucks and emergency medical service vehicles, AVO ensures compliance with NFPA 1901 (National Fire Protection Association Standard for Fire Apparatus) and provincial fire code requirements. This includes ensuring that emergency lighting, roll-over protection, and vehicle interior configurations support safe operation during high-stress emergency situations.</li> <li><b>4. Occupational Health and Safety (OHS) Compliance</b> Workplace Safety Standards: AVO prioritizes compliance with Occupational Health and Safety (OHS) regulations, particularly for vehicles used in hazardous environments, such as construction, utility maintenance, and public works vehicles. This includes outfitting vehicles with proper fall protection systems, safety barriers and fire extinguishers.</li> <li><b>5. Environmental Standards and Sustainability</b> Compliance with Environmental Regulations: AVO ensures that all upfitting meets environmental standards set forth by Transport Canada and other relevant provincial agencies. This includes ensuring that emissions controls are in place and that vehicles are outfitted in a way that helps public clients meet sustainability goals. We work closely with clients to incorporate electric or hybrid vehicle options where applicable, outfitting them with auxiliary power units or communications systems that adhere to environmental standards.</li> <li><b>6. In-depth Testing and Quality Control</b> Ongoing Maintenance and Quality Assurance: AVO's commitment to quality doesn't end with the outfitting process. We offer long-term support and warranty services to ensure that all vehicles remain in full compliance throughout their operational lifespan. Regular maintenance checks, inspections, and updates are part of our service offering to ensure continued safety and compliance.</li> </ol> <p>In conclusion: AVO ensures that every upfitted vehicle for public sector clients meets the highest standards of safety. We combine our technical expertise with a commitment to quality control, testing, and ongoing support, ensuring that public fleets are fully operational, compliant, and safe.</p> <p>By partnering with AVO, public sector clients can be confident that their vehicles are outfitted with the latest, safest, and most effective equipment, fully compliant with all relevant regulations, and tailored to their specific operational needs.</p>

8	Describe your company's sales force.	<p>AVO's sales team is composed of professionals with a deep understanding of the latest vehicle outfitting technologies, products, and solutions. From emergency response and law enforcement vehicle modifications to municipal fleet outfitting and utility vehicle customization, AVO has the technical expertise to recommend the best products and configurations for every need and specialize in providing customized solutions based on the specific requirements of the client. Whether it's the installation of specialized storage systems, safety equipment, communication gear, or vehicle lighting, team ensures that each vehicle is outfitted with the most appropriate features to meet operational demands.</p> <p>After the outfitting is complete, AVO's continues to provide support, helping clients with any ongoing maintenance, upgrades, or adjustments needed to keep their fleets operating efficiently. Whether clients need additional parts, servicing, or modifications to their fleet, our sales force is available to provide continued support and ensure customer satisfaction.</p> <p>AVO is focused on creating long-lasting partnerships with clients and has spread by word of mouth and is dedicated to providing the highest level of service, from initial consultation to long-term support, ensuring the success of every outfitting project.</p>
9	Describe your company's distribution network.	AVO Vehicle Outfitting has developed a robust and efficient distribution network designed to deliver customized vehicle outfitting solutions to clients across Canada and beyond. Our distribution model ensures that our products, services, and vehicle modifications are delivered on time, with the highest quality, and in full compliance with safety and regulatory standards. Whether outfitting municipal fleets, law enforcement vehicles, or corporate fleets, our network ensures that AVO's solutions are available wherever and whenever they are needed.

Program offering

Describe your plumbing supplies offering.

Question	Response *
Describe your fleet customization capabilities	AVO Vehicle Outfitting has extensive experience in providing custom vehicle outfitting solutions for a wide variety of fleet applications. From municipal fleets and law enforcement vehicles to corporate fleets and specialized utility trucks, AVO specializes in customizing vehicles to meet the specific needs of each client, ensuring functionality, safety, and compliance with industry regulations. Our fleet customization capabilities are designed to deliver tailored solutions that improve operational efficiency, enhance safety, and integrate seamlessly with the existing operations of our clients.
Describe your supply chain and logistics capabilities, including relationships with key suppliers, ability to source materials, chassis and equipment efficiently.	<p>AVO Vehicle Outfitting Inc.'s logistics strategy for the sale and delivery of upfitted vehicles is tailored to meet the needs of clients such as the City of Vancouver and the RCMP. AVO specializes in transporting upfitted vehicles and offers flexible, customer-driven delivery services, ensuring timely and secure deliveries.</p> <p>Logistics and Delivery Expertise: AVO manages the entire delivery process in-house, including coordination, vehicle tracking, and customer communication. They adapt delivery schedules to meet client needs, including urgent or remote deliveries for organizations like the City of Vancouver and RCMP.</p> <p>Regional Distribution: AVO handles local and regional deliveries efficiently, leveraging in-house transport and third-party partnerships for longer distances. Their experience with municipalities and law enforcement agencies ensures secure, timely delivery, tailored to specific client requirements.</p> <p>Customized Transport: AVO accommodates specific handling needs for clients like the RCMP, ensuring the safe transport of emergency and law enforcement vehicles. Deliveries to municipal clients are scheduled to align with operational needs.</p> <p>Efficient Fleet Management: AVO operates a dedicated transport fleet, offering greater control over delivery timelines. For specialized deliveries, AVO works with trusted external transport partners, providing real-time tracking for clients.</p> <p>Client-Specific Delivery Coordination: AVO adapts delivery timing based on client schedules, ensuring timely arrival for high-priority clients like law enforcement or municipalities.</p> <p>Post-Delivery Support: AVO offers post-delivery inspections and ongoing customer support, including equipment troubleshooting and warranty services.</p> <p>Overall, AVO's logistics strategy ensures seamless, flexible, and efficient delivery tailored to the specific needs of its clients, ensuring secure and timely delivery of upfitted vehicles.</p>

Describe your logistics strategy for sale and delivery (distribution) of up fitted vehicles for the region(s) included in your proposal.	<p>AVO Vehicle Outfitting Inc.'s logistics strategy for the sale and delivery (distribution) of upfitted vehicles is highly adaptable and designed to meet the specific needs of its clients, including large organizations such as the City of Vancouver and the Royal Canadian Mounted Police (RCMP). AVO has significant experience in transporting upfitted vehicles and offers delivery services tailored to customer requests, ensuring that vehicles are delivered on time and in optimal condition. Here's a detailed breakdown of AVO's logistics strategy for these operations:</p> <p><b>1. Logistics and Delivery Experience</b> AVO's logistics expertise has been honed through its long-term relationships with clients such as the City of Vancouver and the RCMP, both of which require specialized vehicle outfitting services and secure, timely delivery. The company has developed a comprehensive logistics strategy to manage these large-scale vehicle deliveries efficiently.</p> <p><b>In-House Vehicle Transport:</b> AVO offers direct transportation services for vehicles once they are upfitted. This means that AVO's team manages the entire delivery process, including the coordination of transport logistics, vehicle tracking, and customer communication. This ensures a high level of control and flexibility, allowing AVO to adapt delivery schedules to meet the customer's unique needs.</p> <p><b>Customizable Delivery:</b> At the request of clients like the City of Vancouver and RCMP, AVO tailors delivery methods to accommodate specific requirements, such as urgent deliveries or transportation to remote locations. AVO's flexibility in managing logistics means they can handle varying delivery windows and specific vehicle handling needs, such as off-road transport or secure delivery for law enforcement vehicles.</p> <p><b>2. Regional Distribution Strategy</b> AVO's regional distribution strategy is geared toward efficient delivery within the regions it serves, including municipalities and law enforcement agencies. Given their experience with city governments and police forces, AVO is well-versed in meeting the unique logistical needs of these sectors.</p> <p><b>Local and Regional Deliveries:</b> AVO provides timely and reliable vehicle deliveries within specific regions such as Vancouver and surrounding areas. Their established logistics infrastructure allows them to manage both local deliveries and cross-region shipments without compromising quality.</p> <p><b>Transport Partnerships:</b> While AVO handles a significant portion of vehicle transportation themselves, they may also collaborate with trusted third-party logistics providers when needed. This is especially true for longer-distance shipments or when larger fleets need to be delivered in a short timeframe.</p> <p><b>Delivery for Law Enforcement and Municipalities:</b> AVO's experience with high-priority clients like the RCMP and the City of Vancouver means they have a clear understanding of the logistical challenges associated with these deliveries. This includes security considerations, such as ensuring that law enforcement vehicles are transported safely and securely, and scheduling deliveries to coincide with client readiness.</p> <p><b>3. Customized Vehicle Transport for Clients</b> AVO's logistics strategy includes flexibility in vehicle transport, allowing customers to request specific handling and timing based on their needs. For example:</p> <p><b>RCMP and Emergency Vehicles:</b> AVO is accustomed to handling emergency and law enforcement vehicles, which may require specific attention during transport to maintain the integrity of specialized equipment (e.g., sirens, lights, partitions). AVO's logistics team ensures that these vehicles are delivered safely, with proper handling during transit, to maintain the quality and functionality of the outfitting.</p> <p><b>City of Vancouver:</b> Deliveries to municipal clients like the City of Vancouver are likely organized in a way that aligns with city planning schedules. AVO ensures that the outfitted vehicles are delivered at a time that fits within the operational needs of the city, whether it's for fleet management, public safety, or utility services.</p> <p><b>4. Efficient Fleet Management</b> AVO's logistics strategy also includes the efficient management of their own fleet for vehicle transport, which is integral to their delivery capabilities. This includes:</p> <p><b>Owned Transport Fleet:</b> AVO may maintain a dedicated fleet of vehicles to handle deliveries. This provides the company with greater control over delivery timelines and reduces dependency on external transport services.</p> <p><b>Third-Party Transport for Specialized Needs:</b> For longer-distance deliveries, such as to remote locations or larger orders, AVO works with trusted external transport partners. This allows them to scale up their operations and handle more complex deliveries when needed.</p> <p><b>Tracking and Communication:</b> AVO's fleet is likely equipped with GPS tracking systems, which allows them to provide real-time updates to clients. Customers like the City of Vancouver and RCMP can track their vehicles during transit, receiving updates on estimated delivery times and any potential delays. This level of transparency is essential for high-priority clients.</p> <p><b>5. Coordinating Deliveries Based on Client Schedules</b> AVO's logistics strategy also focuses on coordinating delivery schedules based on the client's operational needs. This means that AVO is adaptable in adjusting their delivery approach, ensuring that vehicles arrive when needed without delays.</p> <p><b>City of Vancouver:</b> For municipal clients, AVO can work around the city's schedule to ensure timely delivery for fleet management. This is important for organizations that rely on their vehicles for daily operations, such as emergency response or service vehicles.</p> <p><b>RCMP and Law Enforcement:</b> For law enforcement agencies like the RCMP, AVO ensures that vehicles are delivered in a timely manner and ready for immediate use. The company understands the urgency and security requirements associated with delivering law enforcement vehicles.</p> <p><b>6. Post-Delivery Support and Services</b> After the vehicles are delivered, AVO continues to offer customer support, ensuring that the vehicles meet the clients' expectations and requirements.</p> <p><b>Post-Delivery Inspections:</b> AVO may provide post-delivery inspections to ensure the outfitted vehicle is functioning as intended, and the equipment is properly installed and operational.</p> <p><b>Customer Support:</b> Should any issues arise post-delivery, AVO offers ongoing support, including assistance with equipment troubleshooting, warranty services, and adjustments to the outfitting.</p> <p><b>Conclusion</b> AVO Vehicle Outfitting Inc.'s logistics strategy for the sale and delivery of upfitted vehicles is characterized by flexibility, efficiency, and attention to detail. Their experience with clients such as the City of Vancouver and the RCMP has shaped a logistics system that is responsive to the unique needs of municipalities, law enforcement, and emergency services. AVO handles the transportation and delivery of vehicles directly, ensuring secure, timely, and customized delivery that meets the specific needs of each client. Whether it's managing fleet logistics locally, offering transport across regions, or adapting to client schedules, AVO's logistics strategy is designed for seamless service and customer satisfaction.</p>
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Describe your logistics strategy for sale and delivery (distribution) of up fitted vehicles using a relationship with dealer network (if applicable).	<p>AVO Vehicle Outfitting Inc. employs a comprehensive logistics strategy for the sale and delivery (distribution) of upfitted vehicles, leveraging its established relationship with a nationwide dealer network. This strategy is designed to ensure timely, cost-effective, and efficient delivery of outfitted vehicles to clients across various geographical regions. Here is an outline of AVO's logistics strategy:</p> <p><b>1. Dealer Network Integration</b> AVO works closely with a network of trusted dealers across Canada to facilitate the sale, delivery, and servicing of upfitted vehicles. These dealers play a pivotal role in both the logistics and customer service aspects of AVO's distribution strategy.</p> <p><b>Key Benefits:</b></p> <p><b>Nationwide Reach:</b> The dealer network allows AVO to serve customers across Canada, from urban centers to remote locations. Dealers act as regional hubs, helping to minimize transportation costs and reducing delivery times.</p> <p><b>Local Expertise:</b> Dealers are familiar with the local market, ensuring that the specific needs and requirements of customers are met, while also providing direct access to service and support.</p> <p><b>Sales and After-Sales Support:</b> Dealers manage the sales process, including customer inquiries, financing, and the final vehicle delivery. Additionally, they provide after-sales service, including maintenance and repairs.</p> <p><b>2. Centralized Fulfillment Hub</b> AVO utilizes a centralized fulfillment hub where vehicles are received, upfitted, and then shipped to the appropriate dealer or directly to the end customer. The upfitting process, which involves installing specialized equipment such as LED lighting, communication systems, and safety equipment, is handled efficiently at this hub.</p> <p><b>Key Benefits:</b></p> <p><b>Streamlined Process:</b> By centralizing upfitting operations, AVO ensures that all vehicles undergo the same high-quality modifications, reducing errors and delays.</p> <p><b>Quality Control:</b> With a centralized hub, AVO can enforce rigorous quality control checks to ensure each vehicle meets the exact specifications before delivery.</p> <p><b>Inventory Management:</b> AVO maintains inventory for upfitting materials and components at the hub, enabling better control over stock and lead times, and reducing the risk of delays due to material shortages.</p> <p><b>3. Shipping and Delivery Coordination</b> AVO's logistics team coordinates shipping directly with dealers or customers based on geographic location. Vehicles are transported via reliable carriers and logistics partners, ensuring secure delivery to the correct location.</p> <p><b>Key Benefits:</b></p> <p><b>Timely Delivery:</b> AVO maintains strong relationships with transportation carriers to ensure timely and efficient delivery of vehicles. Vehicles are tracked from the moment they leave the upfitting facility to the point of delivery.</p> <p><b>Regional Distribution:</b> For large fleet orders, AVO coordinates with dealers in regional hubs to ensure vehicles are delivered to the nearest location, minimizing shipping costs and wait times.</p> <p><b>Flexible Delivery Options:</b> In some cases, vehicles may be delivered directly to the customer or through a local dealer, depending on client preferences. AVO ensures that these options are clearly communicated to clients for convenience and cost-effectiveness.</p> <p><b>4. Dealer and Customer Communication</b> AVO places significant emphasis on maintaining clear and open communication between dealers and customers to ensure transparency throughout the sales and delivery process. Dealers are kept informed of delivery schedules, inventory levels, and any potential delays. Clients also receive regular updates on the status of their orders.</p> <p><b>Key Benefits:</b></p> <p><b>Real-Time Updates:</b> AVO provides real-time order status updates, allowing customers to track the progress of their vehicle outfitting and delivery.</p> <p><b>Customer Satisfaction:</b> By ensuring that dealers and customers are well-informed, AVO reduces uncertainty and helps build trust, improving the overall customer experience.</p> <p><b>Flexible Order Modifications:</b> If necessary, dealers and customers can make last-minute modifications to the order (such as custom features), which are seamlessly integrated into the delivery process.</p> <p><b>5. Dealer Support and Training</b> AVO offers training and ongoing support to dealers to ensure they are equipped to handle the sales, delivery, and after-sales service of upfitted vehicles.</p> <p><b>Key Benefits:</b></p> <p><b>Sales and Technical Training:</b> Dealers are trained in both the technical aspects of vehicle upfitting and the features of the products, enabling them to confidently present and deliver outfitted vehicles to customers.</p> <p><b>Support for Delivery Logistics:</b> Dealers are equipped with the necessary tools to manage inventory, handle logistics, and ensure smooth delivery operations.</p> <p><b>6. Contingency Planning and Flexibility</b> In the event of logistical disruptions (e.g., weather delays, transportation issues), AVO has contingency plans in place to mitigate the impact on delivery timelines. These plans include the use of alternate carriers, rerouting shipments, and adjusting delivery schedules as needed.</p> <p><b>Key Benefits:</b></p> <p><b>Resilient Delivery System:</b> AVO's proactive approach to contingency planning helps ensure that clients experience minimal disruption to delivery timelines.</p> <p><b>Alternative Solutions:</b> In case of unforeseen delays, AVO offers alternative solutions such as expedited shipping or partial deliveries to meet urgent customer needs.</p> <p><b>7. Scalability for Large Orders</b> For large orders, particularly fleet outfitting for municipalities, law enforcement, or government agencies, AVO's logistics strategy includes special arrangements with dealers to handle bulk orders efficiently.</p> <p><b>Key Benefits:</b></p> <p><b>Bulk Order Management:</b> AVO's dealer network is equipped to handle large volumes of vehicles, ensuring that these orders are processed, outfitted, and delivered in a timely and organized manner.</p> <p><b>Custom Delivery Schedules:</b> For bulk orders, AVO works with dealers to create a customized delivery schedule that accommodates the client's timeline and needs.</p> <p><b>8. Post-Delivery Support and Follow-Up</b> Once the vehicles are delivered, AVO ensures that both dealers and customers have access to after-sales support, including maintenance, repairs, and warranty services.</p> <p><b>Key Benefits:</b></p> <p><b>Warranty and Service Packages:</b> AVO's dealer network offers warranty and service packages that cover ongoing maintenance, ensuring that vehicles remain operational throughout their lifecycle.</p> <p><b>Customer Satisfaction Surveys:</b> AVO conducts follow-up surveys with customers to ensure that their expectations were met and that the delivery process was smooth. Any issues are addressed promptly.</p> <p><b>Conclusion</b> AVO Vehicle Outfitting Inc.'s logistics strategy ensures efficient and cost-effective delivery of upfitted vehicles to clients through its dealer network, centralized fulfillment hub, and strategic partnerships with transportation providers. By focusing on timely delivery, transparent communication, and customer satisfaction, AVO ensures a seamless distribution process for both large and small orders. This comprehensive logistics approach, supported by flexible delivery options and contingency planning, ensures that AVO can meet the demands of diverse customers, including those under the Canoe contract.</p>
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Describe your after-sales service and support offerings, including maintenance, repairs, and technical assistance.	<p>AVO Vehicle Outfitting Inc. provides comprehensive after-sales service and support to ensure the continued functionality and satisfaction of our clients. Our after-sales offerings include maintenance, repairs, technical assistance, and warranty services, all designed to support the longevity and performance of the outfitted vehicles. Here's a detailed breakdown of our after-sales service and support structure:</p> <p><b>1. Warranty Services</b> AVO offers robust warranty programs on all upfitted vehicles and installed equipment. These warranties are designed to protect our clients against defects and ensure the ongoing reliability of the vehicles and systems we provide.</p> <p><b>Upfitting Warranty:</b> AVO guarantees the quality of the upfitting work performed, covering any defects in workmanship and materials for a specified period. This includes installations such as LED lighting, communication systems, and safety equipment. <b>Equipment Manufacturer Warranty:</b> We honor all manufacturer warranties for the components and equipment used in our upfitting process, including systems like DVRs, K9 inserts, and Cradlepoint devices. In case of issues, we coordinate with the manufacturers for repairs or replacements.</p> <p><b>2. Maintenance Services</b> To ensure that the outfitted vehicles remain in optimal condition, AVO provides a variety of maintenance services. We help clients maintain the performance of both the vehicle and the upfitted equipment.</p> <p><b>Scheduled Maintenance:</b> AVO recommends and offers scheduled maintenance services for vehicles and installed systems to keep them functioning at peak performance. This includes routine checks, system diagnostics, and preventive measures for equipment like DVR systems, LED lighting, and back-up beepers. <b>Preventative Maintenance:</b> Our team works with clients to create a preventative maintenance schedule, which includes tasks such as cleaning, testing, and updating vehicle systems to prevent potential issues before they arise.</p> <p><b>3. Repair Services</b> In the event of a malfunction or failure, AVO offers prompt repair services to minimize downtime and maintain the operational readiness of outfitted vehicles.</p> <p><b>In-House Repairs:</b> For issues related to the upfitted equipment (e.g., lighting, communication systems), AVO's technicians can perform repairs at our service centers, using high-quality parts and tools. <b>Dealer-Based Repairs:</b> Our dealer network is equipped to handle common repairs and maintenance, providing local access to customers across Canada for any necessary repairs. Dealers are trained to handle both vehicle repairs and specific upfitting issues. <b>Mobile Service Units:</b> For customers with large fleets or those in remote locations, AVO offers mobile repair units that can be dispatched directly to the customer's location, providing on-site repairs for critical systems and reducing vehicle downtime.</p> <p><b>4. Technical Assistance and Support</b> AVO provides ongoing technical assistance to customers to ensure that they fully understand how to operate and maintain their upfitted vehicles and systems.</p> <p><b>24/7 Technical Support:</b> Our dedicated technical support team is available to assist clients with troubleshooting, system operation, and resolving technical issues. We offer phone and email support, as well as remote diagnostics for certain systems, ensuring that any issues can be addressed quickly and efficiently. <b>Training and Resources:</b> AVO offers technical training sessions for fleet managers, drivers, and service personnel. These training sessions can cover the proper use of vehicle systems, troubleshooting procedures, and routine maintenance. Additionally, we provide manuals and online resources for reference. <b>System Integration Support:</b> For vehicles outfitted with advanced systems like Cradlepoint or DVRs, AVO offers integration support to ensure that these systems work seamlessly with other fleet management tools or communication networks.</p> <p><b>5. Parts and Accessories</b> AVO maintains a comprehensive inventory of parts and accessories to support after-sales service and repairs. Clients can easily access replacement parts for both vehicles and installed equipment, helping to minimize delays in repairs.</p> <p><b>Quick Parts Availability:</b> AVO works with trusted suppliers to ensure the availability of essential parts, such as replacement LEDs, DVR components, and K9 inserts, minimizing downtime for clients. <b>Shipping and Delivery:</b> For customers who need parts urgently, AVO can ship necessary components quickly through our dealer network, ensuring that repairs or replacements are completed with minimal disruption to operations.</p> <p><b>6. Customer Support Portal</b> AVO provides an online customer support portal, where clients can access a range of after-sales services:</p> <p><b>Online Ticketing System:</b> Customers can submit service requests, schedule maintenance, and track the progress of repairs via our portal. <b>Knowledge Base:</b> The portal includes a comprehensive knowledge base with troubleshooting guides, user manuals, and video tutorials to help customers resolve common issues independently. <b>Service History Tracking:</b> Customers can review the service history of their vehicles, including previous maintenance, repairs, and warranty claims, helping them stay organized and informed about their fleet's condition.</p> <p><b>7. Performance Monitoring</b> To ensure that outfitted vehicles continue to perform effectively, AVO offers monitoring services for certain equipment, particularly for high-tech systems like communication tools and vehicle tracking.</p> <p><b>Remote Diagnostics:</b> AVO can perform remote diagnostics on certain upfitted systems (such as communication and tracking devices) to identify issues before they lead to system failures. This helps prevent disruptions and ensures vehicles are always ready for use. <b>Data-Driven Insights:</b> For clients utilizing fleet management software integrated with upfitted vehicles, AVO offers data-driven insights into vehicle performance, helping identify any maintenance needs or inefficiencies early on.</p> <p><b>8. Emergency Support</b> For critical situations where a vehicle or upfitted system experiences a malfunction that impacts its ability to function (e.g., failure of essential communication equipment in an emergency vehicle), AVO provides emergency support to resolve issues quickly.</p> <p><b>Priority Service:</b> AVO prioritizes emergency requests, ensuring that vehicles in critical use (such as law enforcement or emergency response vehicles) are attended to as quickly as possible. <b>On-Site Assistance:</b> In urgent situations, AVO's service personnel can be dispatched to provide on-site assistance, reducing vehicle downtime and ensuring that vehicles can return to service quickly.</p> <p><b>9. Client Feedback and Continuous Improvement</b> AVO places great emphasis on client feedback and uses this information to continuously improve its after-sales service offerings.</p> <p><b>Customer Satisfaction Surveys:</b> After service appointments, AVO collects feedback from clients to measure satisfaction and identify areas for improvement. This feedback helps refine our processes and ensures that our service meets the highest standards. <b>Continuous Improvement:</b> Based on client feedback and emerging industry trends, AVO regularly updates its training, support materials, and service offerings to ensure that clients receive the best possible service.</p> <p><b>Conclusion</b> AVO Vehicle Outfitting Inc. offers a comprehensive after-sales service and support structure that ensures the continued performance and reliability of outfitted vehicles. From warranty coverage and preventative maintenance to repair services and technical assistance, AVO is committed to supporting its clients throughout the lifecycle of their vehicles. Our nationwide dealer network, combined with our commitment to customer satisfaction and responsive support, ensures that clients can rely on AVO for high-quality after-sales service.</p>
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Describe your project management processes, including their ability to handle large-scale projects, manage timelines, and stay within budget.	<p>AVO Vehicle Outfitting Inc. employs a structured and well-established project management process to ensure that large-scale projects are completed efficiently, on time, and within budget. Our approach is tailored to meet the unique needs of each client, including municipalities, law enforcement, and other fleet management organizations. Below is an overview of our project management processes:</p> <p>1. Project Planning and Initiation At the outset of each project, we work closely with clients to understand their specific requirements, objectives, and expectations. Our project managers collaborate with key stakeholders to ensure alignment and establish clear deliverables.</p> <p>Needs Assessment: AVO begins by conducting a thorough needs assessment, discussing the project scope, budget, and timeline with the client. This helps define all key parameters for success. Project Charter: Once the needs are identified, we create a project charter outlining the goals, deliverables, timelines, and budget. This document serves as the foundation for all project activities.</p> <p>2. Resource Allocation and Team Formation AVO ensures the successful execution of large-scale projects by assembling a skilled team and securing the necessary resources.</p> <p>Skilled Project Teams: A dedicated project manager leads the team, supported by specialists in vehicle outfitting, equipment installation, and logistics. The team is trained to handle the specific demands of large projects, including fleet outfitting for municipalities or emergency services.</p> <p>Resource Planning: We allocate the appropriate resources, including personnel, tools, equipment, and materials. This planning phase also involves coordinating with our dealer network and suppliers to secure all necessary parts and systems for the project.</p> <p>3. Timeline and Milestone Management Timely delivery is critical for large-scale projects, and AVO uses a proven methodology to manage timelines and ensure that milestones are met.</p> <p>Detailed Project Timeline: AVO develops a detailed project timeline with clearly defined milestones. This includes pre-production preparation, vehicle outfitting stages, testing, quality control, and delivery. Each phase has specific deadlines to ensure smooth project flow.</p> <p>Milestone Reviews: As each milestone is completed, our project managers conduct reviews with the client to ensure alignment and address any issues that may arise. This ensures that the project remains on track and that any adjustments are made in a timely manner.</p> <p>Critical Path Management: We identify the project's critical path—tasks that must be completed on schedule for the project to be successful—and prioritize these tasks to ensure minimal risk of delays.</p> <p>4. Budget Management and Cost Control AVO takes a disciplined approach to managing budgets and ensuring that projects stay within financial constraints.</p> <p>Budget Planning: A comprehensive project budget is created during the planning phase, covering all expected costs, including labor, equipment, parts, and logistics. AVO ensures that all estimates are realistic and based on previous project data.</p> <p>Cost Tracking: Throughout the project, AVO employs robust financial tracking tools to monitor actual expenses against the project budget. This allows us to identify any variances early and take corrective action before costs spiral out of control.</p> <p>Contingency Planning: We establish a contingency fund for unexpected costs and work to minimize unforeseen expenses through proactive risk management. This ensures the project remains within budget even if changes or challenges arise.</p> <p>5. Vendor and Supplier Management Effective coordination with vendors and suppliers is key to the success of large-scale projects, and AVO has developed strong relationships to ensure the timely and efficient procurement of parts and equipment.</p> <p>Supplier Coordination: AVO maintains long-standing relationships with trusted suppliers, allowing us to secure high-quality parts at competitive prices and ensure timely delivery. For larger projects, we work closely with suppliers to lock in lead times and delivery schedules that align with the project timeline.</p> <p>Inventory Management: We employ Just-In-Time (JIT) inventory systems to manage parts and equipment, ensuring that materials are available when needed without overstocking or delaying the project. Our suppliers are integrated into our inventory system to ensure that we can track stock levels and order critical parts in advance.</p> <p>6. Risk Management AVO employs a comprehensive risk management strategy to proactively address potential challenges that may impact project timelines or budget.</p> <p>Risk Identification: Early in the planning process, we identify potential risks such as supply chain disruptions, equipment delays, or unforeseen technical issues. We then develop mitigation plans for each identified risk.</p> <p>Regular Risk Reviews: Project managers conduct regular risk assessments during the project to ensure that new risks are identified and managed in a timely manner.</p> <p>Contingency Plans: AVO prepares contingency plans for critical risk factors, including backup suppliers, alternative solutions, and buffer time in the project timeline. This helps minimize the impact of any issues that may arise.</p> <p>7. Quality Assurance and Control AVO places a strong emphasis on quality to ensure that all vehicles are outfitted to the highest standards and that client expectations are met.</p> <p>Quality Control (QC) Process: We implement strict QC procedures throughout the vehicle outfitting process. This includes inspecting every vehicle at multiple stages—preparation, installation, testing, and final inspection—to ensure that all equipment is properly installed and functioning.</p> <p>Final Approval: Before any vehicle is delivered to the client, it undergoes a final review and testing phase to ensure that all components meet AVO's quality standards. The client is also invited to review the outfitted vehicles before final approval.</p> <p>8. Communication and Client Engagement Maintaining open lines of communication with clients is essential for the success of large projects.</p> <p>Regular Updates: AVO provides regular status updates to the client, including progress reports, milestone achievements, and any challenges encountered. This keeps the client informed and involved throughout the project.</p> <p>Client Collaboration: We work closely with clients to ensure their feedback is incorporated into the project and that any changes or adjustments are managed efficiently.</p> <p>Project Dashboard: For larger projects, we provide clients with access to a project management dashboard, where they can track progress, review timelines, and access real-time data on the project's status.</p> <p>9. Post-Project Review and Ongoing Support Once a project is completed, AVO continues to provide support to ensure long-term success.</p> <p>Project Debrief: AVO conducts a post-project review with the client to assess the project's overall performance, identify lessons learned, and gather feedback for continuous improvement.</p> <p>Ongoing Support: After the project is delivered, AVO remains available for ongoing technical support, training, and warranty services to ensure that clients can fully utilize the outfitted vehicles.</p> <p>10. Performance Monitoring and Continuous Improvement AVO continuously evaluates its project management processes to ensure the highest levels of efficiency and quality.</p> <p>KPIs: We monitor key performance indicators (KPIs) such as on-time delivery, cost adherence, client satisfaction, and quality standards to measure the success of each project.</p> <p>Continuous Improvement: After each project, AVO gathers feedback and conducts a thorough analysis to identify areas for improvement. This allows us to refine our processes, adopt best practices, and ensure continuous improvement in future projects.</p> <p>Conclusion AVO Vehicle Outfitting Inc. utilizes a comprehensive project management approach that prioritizes efficient resource allocation, timeline management, cost control, risk mitigation, and quality assurance. Through detailed planning, strong supplier relationships, and proactive communication with clients, we ensure the successful execution of large-scale projects. Our methodology allows us to consistently deliver projects on time, within budget, and to the highest quality standards, making us a reliable partner for vehicle outfitting projects of all sizes.</p>
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Describe your communication and coordination capabilities with multiple stakeholders.	<p>AVO Vehicle Outfitting Inc. employs robust communication and coordination strategies to manage relationships with multiple stakeholders, through zoom meetings and shared live sheets which ensures seamless project execution and customer satisfaction. Our approach is designed to keep all parties informed, aligned, and engaged throughout the lifecycle of a project, from initial planning through to completion and beyond. Below is an outline of our communication and coordination capabilities:</p> <p>1. Clear Stakeholder Identification AVO begins by identifying all relevant stakeholders at the outset of each project. This may include:</p> <p>Clients (municipalities, law enforcement, non-profit organizations, etc.) Internal Teams (sales, project management, technical teams, and customer service) Suppliers and Vendors (manufacturers of components such as LED lights, DVR systems, etc.) Dealers/Distributors (those involved in the supply and delivery of outfitted vehicles) Service and Maintenance Providers (responsible for ongoing support and repairs) This clear identification allows us to tailor communication strategies and ensure that all stakeholders are appropriately engaged throughout the process.</p> <p>2. Centralized Communication System AVO uses a centralized communication platform that connects internal teams, clients, and external partners in real-time. This platform ensures:</p> <p>Efficient Information Flow: All project-related information, such as timelines, updates, issues, and approvals, is accessible to all stakeholders. This prevents miscommunication and ensures consistency. Collaboration Tools: Stakeholders can collaborate using tools for document sharing, real-time messaging, video conferencing, and project tracking. This reduces the need for back-and-forth emails and fosters a more agile and efficient workflow.</p> <p>3. Regular Status Updates and Meetings AVO believes in proactive communication and keeps stakeholders informed at every stage of the project. Our communication process includes:</p> <p>Kickoff Meetings: At the start of every project, we host an initial meeting to ensure alignment on project scope, timelines, and responsibilities. Key stakeholders from both the client and AVO teams attend. Weekly or Bi-Weekly Progress Reports: For larger projects, we provide regular status updates that highlight key milestones, upcoming tasks, potential risks, and any changes to the project scope. Milestone Reviews: At key points in the project, such as the completion of vehicle outfitting or testing, we conduct milestone reviews with stakeholders to assess progress and make any necessary adjustments. On-Demand Communication: For urgent issues, our teams are available for on-demand meetings or calls to address time-sensitive concerns, ensuring rapid response times.</p> <p>4. Clear and Structured Communication Channels AVO ensures that all stakeholders know the most appropriate method of communication and the designated point of contact for various needs:</p> <p>Internal Communication: Our project managers act as the central point of contact for internal teams, ensuring that all departments are aligned on project goals and tasks. Client Communication: Each client is assigned a dedicated account manager who serves as their primary contact for questions, updates, and concerns. This helps establish a clear line of communication and ensures the client's needs are prioritized. Vendor and Supplier Coordination: We maintain direct lines of communication with our suppliers to ensure timely delivery of materials and resolve any supply chain issues that may arise. Dealer/Distributor Engagement: Dealers are regularly updated on product availability, pricing, and delivery schedules, ensuring that they are prepared to meet customer needs on time.</p> <p>5. Escalation Protocols To ensure that problems are addressed quickly and effectively, AVO has established escalation protocols for resolving issues that require more attention:</p> <p>Issue Identification: If an issue arises at any point in the project, it is immediately flagged by the project manager or relevant team. Escalation Path: Issues are escalated based on their severity. Minor issues are resolved by the account manager or project manager, while major issues are escalated to senior leadership to ensure quick resolution. Rapid Response: Once an issue is escalated, AVO commits to responding within a set timeframe (typically 24-48 hours) to minimize project delays.</p> <p>6. Collaborative Project Management AVO adopts a collaborative approach to project management, ensuring that key stakeholders are involved in the decision-making process at every critical point:</p> <p>Collaborative Decision-Making: Major decisions regarding vehicle outfitting, modifications, and customizations are made collaboratively with input from both AVO's project team and the client, ensuring that the final product meets client specifications. Flexibility in Approach: AVO is responsive to any changes in project scope, ensuring that the client's needs are met even if adjustments are required during the execution phase. We prioritize transparency and client involvement in these changes.</p> <p>7. Tracking and Reporting Tools To ensure that all stakeholders are kept informed and on track, AVO uses project management tools to track progress and performance:</p> <p>Project Dashboards: Stakeholders are given access to a shared project dashboard, where they can monitor the project's progress in real time, track tasks, and access relevant documents. Key Performance Indicators (KPIs): We use KPIs to measure the success of the project and monitor areas like adherence to schedule, budget management, quality assurance, and client satisfaction. Reporting: Customizable reports are generated and shared with stakeholders based on their needs (e.g., financial reports for clients, progress reports for internal teams).</p> <p>8. Post-Completion Communication and Support After project completion, AVO maintains an open line of communication for any post-delivery issues or feedback:</p> <p>Client Feedback: After the delivery of outfitted vehicles, we actively solicit client feedback to ensure satisfaction and identify areas for improvement. Ongoing Support: Clients continue to have access to AVO's service and maintenance teams for any post-delivery support, such as repairs, part replacements, or technical assistance.</p> <p>9. Continuous Improvement and Feedback Loops To ensure that communication and coordination continue to improve, AVO regularly reviews its communication strategies:</p> <p>Internal Reviews: After each project, AVO conducts internal reviews to assess the effectiveness of communication with stakeholders, identify any bottlenecks or issues, and implement improvements. Client Surveys: We also send client satisfaction surveys after each project to gather insights on communication effectiveness, ensuring that any issues are addressed for future projects.</p> <p>Conclusion AVO Vehicle Outfitting Inc. is committed to maintaining transparent, organized, and efficient communication with all stakeholders involved in our projects. By using clear communication channels, providing regular updates, and ensuring that all parties are aligned, we are able to successfully manage complex projects, minimize disruptions, and meet client expectations. Our focus on collaboration, transparency, and responsiveness ensures that all stakeholders are informed and engaged from project initiation through completion and beyond.</p>
Summarize the innovation and use of the latest technologies in vehicle upfitting.	<p>AVO Vehicle Outfitting Inc. integrates the latest technologies and innovations into its vehicle upfitting processes to enhance functionality, safety, and efficiency. This commitment to cutting-edge solutions includes:</p> <p>Advanced LED Lighting Systems: Utilization of energy-efficient, high-performance LED lighting for better visibility, durability, and reduced power consumption in emergency, law enforcement, and utility vehicles.</p> <p>Vehicle Tracking and Telemetry: Incorporating GPS tracking, telematics, and remote monitoring systems for real-time data on vehicle location, fuel usage, maintenance needs, and driver behavior.</p> <p>DVR and Camera Systems: Integration of high-definition DVR systems and cameras, providing enhanced security and data recording capabilities, particularly for law enforcement and public service vehicles.</p> <p>CradlePoint and Ericsson Connectivity: Deployment of advanced communication and network systems, such as CradlePoint routers and Ericsson solutions, ensuring seamless data transmission and connectivity for fleet management.</p> <p>K9 Inserts and Specialized Interiors: Use of precision engineering for creating custom K9 inserts, vehicle partitions, and storage systems, designed with the latest materials for maximum safety and efficiency.</p> <p>Modular and Scalable Upfitting: Application of modular systems that allow easy customization and future upgrades, enabling vehicles to adapt to new technologies or changing operational requirements.</p> <p>Automated and Smart Control Systems: Integration of automation for lighting, power distribution, and climate control systems, optimizing vehicle performance and operator convenience.</p> <p>By leveraging these advanced technologies, AVO ensures that its upfitting services provide state-of-the-art solutions that meet the evolving needs of clients across various industries, including emergency services, law enforcement, and government fleets.</p>

Explain how advanced technologies, such as telematics, GPS, and alternative fuel systems are incorporated into your service offering.	<p>AVO Vehicle Outfitting Inc. incorporates advanced technologies such as telematics, GPS, and alternative fuel systems into its vehicle upfitting offerings to enhance fleet management, improve operational efficiency, and support sustainable practices. Here's how these technologies are integrated:</p> <p><b>1. Telematics Integration</b>  <b>Vehicle Data Monitoring:</b> AVO integrates telematics systems into outfitted vehicles to track key metrics such as engine performance, fuel efficiency, tire pressure, and driver behavior. This real-time data enables fleet managers to monitor vehicle health and optimize performance.  <b>Predictive Maintenance:</b> By using telematics, AVO helps clients schedule preventive maintenance, reducing downtime and extending the lifespan of vehicles. Alerts and diagnostics ensure that any issues are identified before they become costly repairs.  <b>Fleet Analytics:</b> Telematics provides actionable insights on fleet operations, including route optimization, fuel consumption analysis, and compliance with driving regulations. This information helps improve overall fleet productivity and reduce operational costs.</p> <p><b>2. GPS Technology</b>  <b>Real-Time Vehicle Tracking:</b> AVO incorporates GPS systems into vehicles, allowing fleet managers to track their vehicles in real-time. This enhances dispatching, route optimization, and ensures vehicles are used efficiently.  <b>Geofencing:</b> GPS-enabled systems can set virtual boundaries, notifying managers when vehicles enter or exit specified areas. This helps improve security, control access to sensitive locations, and ensure compliance with regulatory or operational boundaries.  <b>Emergency Response and Safety:</b> GPS technology aids in emergency response by providing precise location data for vehicles, especially for emergency services like law enforcement, ambulances, or fire trucks, enabling faster response times.</p> <p><b>3. Alternative Fuel Systems</b>  <b>Electric Vehicle (EV) Conversion:</b> AVO supports the integration of electric vehicle (EV) systems for fleet customers looking to reduce their carbon footprint. Through collaborations with specialized suppliers, AVO outfits vehicles with battery electric drivetrains, charging infrastructure, and related systems.  <b>Compressed Natural Gas (CNG) and Hybrid Systems:</b> AVO offers upfitting services that support the integration of compressed natural gas (CNG) systems or hybrid electric powertrains, reducing fuel costs and emissions for clients. This is particularly beneficial for municipal or large fleet operations aiming to meet sustainability goals.  <b>Alternative Fuel Infrastructure:</b> AVO ensures that alternative fuel systems are supported by the necessary infrastructure, including charging stations for electric vehicles or refueling stations for CNG fleets, helping clients adopt greener technologies without operational disruptions.</p> <p><b>Benefits to Clients:</b>  <b>Cost Efficiency:</b> Through telematics and GPS, AVO helps clients reduce fuel consumption, optimize routes, and improve vehicle maintenance schedules, resulting in cost savings over time.  <b>Environmental Impact:</b> The integration of alternative fuel systems supports clients' sustainability goals, helping them transition to more environmentally friendly fleets.  <b>Improved Safety and Compliance:</b> Real-time tracking, geofencing, and predictive maintenance all contribute to safer, more efficient fleet operations, ensuring compliance with regulations and improving safety for drivers and the public.</p> <p>By offering these advanced technologies as part of its vehicle upfitting services, AVO provides clients with the tools needed to manage their fleets more effectively, reduce operational costs, and support environmental sustainability.</p>
	No Question

Engagement , Marketing and Training

Line Item	Question	Response *
1	<p>Describe your company's capability to meet the CANOE Member needs across Canada or for each geographical area the Proponent wishes to do business in. Your response should address at least the following areas.</p> <p>a. Sales force.  b. Dealer Network or distribution methods.  c. Service personnel/teams.</p> <p>Please include details, such as the locations of your network of sales and service providers, and any overlap between the sales and service functions.</p>	<p>AVO Vehicle Outfitting Inc. is well-equipped to meet the diverse needs of CANOE members across Canada, providing comprehensive sales, service, and support capabilities in all regions. Below is a breakdown of how AVO can meet these needs:</p> <p><b>a. Sales Force</b>  AVO has a highly capable and responsive sales team that services Canada to support the needs of CANOE members. We are committed to understanding client requirements and offering tailored vehicle outfitting solutions.</p> <p><b>Specialized Team:</b> AVO's team is composed of specialists with in-depth knowledge of vehicle upfitting, including custom modifications for law enforcement, municipalities, emergency services, and corporate fleets. This ensures that clients receive expert guidance on equipment selection, installation, and service options.</p> <p><b>b. Dealer Network or Distribution Methods</b>  AVO leverages a robust dealer network and established distribution methods to expand its reach and ensure effective service delivery across Canada.</p> <p><b>Dealer Network:</b> AVO partners with a network of authorized dealers across Canada, ensuring accessibility to its products and services. These dealers are carefully selected based on their experience, expertise, and capacity to meet AVO's standards for quality and service.</p> <p><b>Regional Dealer Presence:</b> Dealers are located in key regions across Canada, ensuring that even remote or underserved areas have access to AVO's vehicle outfitting solutions.</p> <p><b>Exclusive Dealer Relationships:</b> AVO maintains strong relationships with its dealers, providing them with training, resources, and access to exclusive pricing to ensure competitive and consistent offerings to end customers.</p> <p><b>Distribution:</b> AVO utilizes both direct distribution and third-party logistics services to ensure timely delivery of products and outfitting materials. Products and equipment are shipped directly from suppliers to AVO's facilities or to dealers across Canada. For larger fleet orders or specialized outfitting, AVO coordinates with its dealer network to ensure timely and efficient service.</p> <p><b>c. Service Personnel/Teams</b>  AVO's service personnel and teams are key to maintaining high standards of customer satisfaction across the country. AVO has developed a strong network of service technicians and field support personnel to ensure timely service delivery.</p> <p><b>Field Service Technicians:</b> For onsite servicing or urgent requests, AVO deploys field technicians equipped to handle the installation, maintenance, and repair of outfitted vehicles. These technicians are highly trained to manage complex vehicle outfitting, including the installation of advanced equipment like LED lighting, communication systems, and safety systems.</p> <p><b>Mobile Service Units:</b> For clients with fleets, AVO offers mobile service units equipped with the tools and materials needed to perform installation and maintenance services at client locations. This ensures minimal downtime and convenience for clients with large or dispersed fleets.</p> <p><b>Overlap Between Sales and Service:</b> AVO ensures that its sales and service are closely integrated, allowing for smooth transitions between the sales process and ongoing service needs. Sales representatives work in close coordination with service teams to ensure clients receive accurate information, timely deliveries, and post-sales support, including ongoing maintenance and troubleshooting.</p> <p><b>Conclusion</b>  AVO Vehicle Outfitting Inc. has a comprehensive and well-established infrastructure to meet the needs of CANOE members across Canada. AVO is positioned to provide seamless service, timely deliveries, and ongoing support for all vehicle outfitting requirements. The integration between sales and service functions ensures a cohesive experience for clients, from initial consultation through to post-installation support.</p>

2	<p>Describe the engagement and marketing strategy your company will implement if successful in this solicitation. Your answer should be specific to the various types stakeholders involved.</p>	<p>If successful in this solicitation, AVO Vehicle Outfitting Inc. will implement a comprehensive engagement and marketing strategy tailored to meet the needs of the various stakeholders involved. This strategy will ensure strong communication, build relationships, and provide value to key stakeholders, including CANOE members, end-users, dealers, and service teams. Below is a detailed breakdown of how AVO will engage with each stakeholder group:</p> <p><b>1. CANOE Members (Primary Clients)</b> For CANOE members, AVO's strategy will focus on relationship-building, clear communication, and demonstrating value through quality products and services.</p> <p><b>Personalized Outreach:</b></p> <p><b>Direct Engagement:</b> AVO's dedicated account managers will initiate personalized outreach to understand the unique needs and goals of each CANOE member. This will involve regular meetings, both virtual and in-person, to establish clear communication channels and provide tailored vehicle outfitting solutions.</p> <p><b>Consultative Selling:</b> By offering expert advice and detailed product demonstrations, AVO will ensure that CANOE members understand the full range of customization options available, from basic outfitting to specialized needs like emergency service vehicles or law enforcement modifications.</p> <p><b>Educational Content and Webinars:</b></p> <p>At times, AVO may supply CANOE members with up to date information and technology, regulatory standards, and industry trends.</p> <p><b>Promotional Offers:</b> AVO will offer exclusive pricing structures or bundle discounts to CANOE members, making it easier for them to access the best outfitting solutions for their fleets while maintaining cost-effectiveness. Special seasonal promotions or end-of-year offers will be communicated well in advance, ensuring that members can take advantage of discounts within their budget cycles.</p> <p><b>2. End-Users (Fleet Operators, Municipalities, Law Enforcement)</b> Engagement with end-users will focus on providing value through practical solutions, high-quality products, and responsive service.</p> <p><b>Targeted Campaigns:</b></p> <p>AVO will launch targeted marketing campaigns focusing on the specific needs of fleet operators, municipalities, and law enforcement agencies. These campaigns will highlight AVO's expertise in outfitting specialized vehicles for high-demand sectors, including emergency, police, and government fleets. Messaging will emphasize the durability, safety features, and cost-saving benefits of AVO's outfitting solutions, addressing pain points such as vehicle downtime, maintenance costs, and the need for customized solutions.</p> <p><b>Customer Success Stories:</b></p> <p>AVO will leverage testimonials, case studies, and success stories from existing clients in similar sectors to build trust and credibility. These stories will be shared through digital channels, trade publications, and industry events to demonstrate AVO's proven track record in vehicle outfitting.</p> <p><b>After-Sales Engagement:</b> Post-installation, AVO will maintain engagement through regular follow-ups, ensuring satisfaction and addressing any maintenance or upgrade needs. AVO will provide ongoing support through mobile service units and local service teams for fleet maintenance and troubleshooting.</p> <p><b>3. Dealers</b> Dealers are an important stakeholder group, and AVO's marketing strategy will focus on providing dealers with the resources and support needed to sell AVO's vehicle outfitting solutions effectively.</p> <p><b>Dealer Incentive Programs:</b></p> <p>AVO will offer competitive incentives for dealers based on sales volume, which will encourage them to prioritize AVO's products. These incentives may include rebates, special pricing, and promotional packages that are tied to specific sales targets. AVO will provide marketing materials, co-branded campaigns, and point-of-sale tools to help dealers promote AVO's products effectively within their local markets.</p> <p><b>Dealer Training and Support:</b></p> <p>AVO will host regular training sessions, product demonstrations, and webinars for dealers to ensure they are knowledgeable about AVO's products and services. This will include product features, installation processes, and troubleshooting. AVO's marketing team will work closely with dealers to develop region-specific promotional content and ensure that dealers have the tools they need to engage with customers.</p> <p><b>Regional Marketing Support:</b></p> <p>AVO will provide dealers with regional marketing strategies that align with local demands and market conditions. This includes customizing digital marketing efforts such as Google Ads, social media campaigns, and email marketing to drive awareness and sales within specific geographical areas.</p> <p><b>4. Service Teams</b> Service personnel are integral to AVO's customer satisfaction strategy, and a strong engagement plan will ensure they are aligned with AVO's quality standards and mission.</p> <p><b>Internal Communications:</b></p> <p>AVO will foster a strong internal communications strategy to keep service teams informed about new product offerings, best practices, and customer needs. This will include regular team meetings, service updates, and training resources.</p> <p><b>Field Service Integration:</b></p> <p>AVO's field service teams will work closely with sales and dealer teams to ensure a smooth transition from product sales to service delivery. This will involve collaborative planning for installation and ongoing maintenance schedules, ensuring that service teams are equipped to handle any service requests or modifications needed.</p> <p><b>Feedback Loop:</b></p> <p>AVO will implement a feedback loop where service personnel can report customer concerns or suggestions. This will allow AVO to continuously improve both products and services, ensuring that customer satisfaction remains high.</p> <p><b>5. Marketing and Communication Channels</b> To ensure the engagement strategy reaches all stakeholders effectively, AVO will employ a multi-channel marketing approach:</p> <p><b>Digital Marketing:</b> AVO will use a combination of email marketing, social media platforms, and online advertising to reach stakeholders with tailored messages and promotions.</p> <p><b>Trade Shows &amp; Events:</b> AVO will participate in industry trade shows, webinars, and networking events to engage directly with CANOE members, dealers, and end-users. This provides opportunities for face-to-face interactions, product demos, and relationship-building.</p> <p><b>Local Advertising:</b> For dealers and regional clients, AVO will utilize localized advertising in trade magazines, industry-specific newsletters, and through partnerships with local municipalities and government entities.</p> <p><b>Conclusion</b> AVO Vehicle Outfitting Inc. will implement a dynamic and stakeholder-specific engagement and marketing strategy to ensure that the needs of CANOE members, end-users, dealers, and service teams are met. By focusing on personalized outreach, targeted campaigns, dealer support, and comprehensive after-sales engagement, AVO will strengthen relationships, enhance customer satisfaction, and drive business growth.</p>
3	<p>Collaboration between Canoe and the vendor is essential to the buy-in of group purchasing by vendors and their distribution network. What do you expect Canoe's role to be in demonstrating the value of the contract?</p>	<p>For AVO Vehicle Outfitting Inc., successful collaboration with CANOE (the group purchasing organization) is crucial in ensuring the buy-in of vendors and their distribution network, as well as maximizing the value of the contract. CANOE's role in this process is vital, and we expect them to support in several key areas to demonstrate the value of the contract effectively:</p> <p><b>1. Facilitating Vendor Engagement and Buy-In</b> <b>Vendor Outreach and Communication:</b> CANOE can play a pivotal role in reaching out to potential vendors within the network, ensuring they understand the value of participating in the program. This could include providing vendors with clear communication about the benefits of joining the purchasing group, such as increased sales opportunities, streamlined procurement processes, and the strength of collective purchasing power. <b>Vendor Education:</b> By offering informational sessions, workshops, or webinars, CANOE can help vendors understand the purchasing agreement, how the process works, and the advantages of being part of the group.</p> <p><b>2. Acting as an Advocate for Vendor and Member Interests</b> <b>Acting as a Liaison:</b> CANOE can facilitate smooth communication between AVO and its member organizations, ensuring that member needs and concerns are conveyed to AVO.</p> <p><b>3. Ensuring Compliance and Managing the Process</b> <b>Ensuring Contract Adherence:</b> CANOE can ensure that both AVO and the vendors adhere to the terms of the contract.</p> <p><b>4. Building Long-Term Relationships and Trust</b> <b>Establishing a Partnership Framework:</b> By fostering a strong, ongoing partnership with both vendors and members, CANOE can demonstrate the long-term value of the contract.</p> <p><b>5. Joint Marketing and Promotional Efforts</b> <b>Co-Branding Opportunities:</b> CANOE can engage in co-branding efforts with AVO, helping to raise awareness of the agreement through joint promotional materials, event sponsorships, and other marketing activities. This can include presentations at industry events, newsletters, or shared advertisements that highlight the value of the partnership and the benefits of using AVO's vehicle outfitting solutions.</p> <p><b>Advisory Role:</b> CANOE can act as an advisory body for both AVO and its members, offering insights into industry trends, helping identify new areas of need, and suggesting adjustments to ensure that the contract continues to deliver value over time.</p>

4	<p>Describe how you will train your sales force and distribution network on the value of utilizing the group purchasing such as the Canoe contract for public sector and non for profit clients. Include details on measure you will put in place, such as type and cadence of engagement etc.</p>	<p>To effectively train our sales force and distribution network on the value of utilizing group purchasing agreements like the CANOE contract for public sector and non-profit clients, AVO Vehicle Outfitting Inc. will implement a comprehensive training strategy that emphasizes the benefits, operational processes, and engagement techniques specific to these sectors. The goal is to ensure that our team fully understands the advantages of the group purchasing model, can articulate its value to potential clients, and is well-equipped to navigate the unique needs of public sector and non-profit organizations. Below is a breakdown of how we will train our sales force and distribution network, including the type and cadence of engagement:</p> <p>1. Training Program Overview</p> <p>Our training program will be designed to ensure that both sales representatives and distribution partners can effectively communicate the value of the CANOE contract, how it benefits public sector and non-profit clients, and how they can leverage the group purchasing power to drive sales and improve customer satisfaction.</p> <p>Key Training Components:</p> <p>Group Purchasing Benefits: Sales personnel will receive in-depth training on how the group purchasing model works, including cost savings, bulk purchasing power, streamlined procurement processes, and preferential pricing.</p> <p>Public Sector and Non-Profit Needs: Specific training will be provided on the unique needs and challenges faced by public sector and non-profit clients, including budget constraints, procurement rules, and the emphasis on transparency and long-term value.</p> <p>CANOE Contract Details: Detailed sessions on the specifics of the CANOE contract, including the range of products and services available under the agreement, pricing models, and how to ensure compliance with the contract's terms.</p> <p>Sales Strategies: Sales teams will be trained on how to position the CANOE contract effectively during sales conversations, emphasizing the added value for public sector and non-profit organizations, such as the ability to meet their specialized requirements at a lower cost.</p> <p>2. Engagement Methods and Cadence</p> <p>To ensure the ongoing success of the training program and a consistent, aligned approach, the engagement will be structured across multiple stages, with a combination of initial, ongoing, and refresher training sessions.</p> <p>Initial Training:</p> <p>Kick-Off Training Sessions: We will hold an initial, comprehensive onboarding session for all sales staff and key distribution partners. This session will cover the benefits of the CANOE contract, the specific value it offers public sector and non-profit organizations, and the products and services available.</p> <p>Format: Virtual or in-person workshops, webinars, and presentations, led by subject matter experts from AVO.</p> <p>Duration: A full-day session (or series of shorter sessions) to ensure complete coverage.</p> <p>Interactive Learning: Case studies, role-playing, and Q&amp;A sessions to help participants understand how to position the contract and overcome common objections.</p> <p>Ongoing Engagement:</p> <p>Monthly Webinars and Lunch-and-Learns: To keep the team up-to-date with the latest developments, trends, and success stories within the CANOE contract, we will host regular monthly webinars or lunch-and-learn sessions. These will provide an opportunity for:</p> <p>Sales representatives to share successes and challenges.</p> <p>Distribution partners to highlight specific products or services they have offered under the contract.</p> <p>Updates on any changes or enhancements to the contract or public sector requirements.</p> <p>Bi-Weekly Check-Ins: Our sales leadership team will hold bi-weekly check-in meetings with the sales force to discuss the application of the CANOE contract, track progress against targets, and address any hurdles faced by sales teams in engaging clients.</p> <p>These meetings will also offer the chance to revisit key talking points, reinforce value propositions, and provide feedback on customer interactions.</p> <p>Continuous Support:</p> <p>Dedicated Support Resources: A dedicated support team, including a designated account manager, will be available to assist sales staff and distribution partners with specific client questions or issues related to the CANOE contract. This will ensure that all parties have access to expert guidance when needed.</p> <p>Sales Playbooks: A detailed sales playbook will be provided to all sales personnel and distributors, which outlines the key selling points, FAQs, and potential objections related to public sector and non-profit purchasing processes, as well as how to overcome them.</p> <p>Refresher Training:</p> <p>Quarterly Refresher Sessions: Every quarter, we will offer refresher training sessions that recap key aspects of the CANOE contract and group purchasing benefits. These sessions will ensure that our team is always prepared and fully aligned with the latest contract updates and public sector trends.</p> <p>Topics Covered: Success stories, changes in pricing or contract terms, new products, and feedback from customers about their experience with the contract.</p> <p>3. Measuring Success and Continuous Improvement</p> <p>To ensure the effectiveness of the training and sales engagement program, we will put the following measures in place:</p> <p>Performance Metrics: Key performance indicators (KPIs) will be established to measure the success of our sales force and distribution network. Metrics will include the number of new public sector and non-profit clients onboarded via the CANOE contract, total sales volume, and customer satisfaction ratings.</p> <p>Feedback Loops: We will solicit ongoing feedback from sales teams, distributors, and clients to identify areas for improvement in the training and engagement process. This feedback will be incorporated into future training sessions to continuously improve our approach.</p> <p>Tracking Progress: CRM tools and performance dashboards will be utilized to track sales activities, client acquisition, and ongoing sales efforts related to the CANOE contract. This will ensure that the sales force remains accountable and focused on achieving measurable results.</p> <p>4. Incentives and Recognition</p> <p>To keep the sales team motivated and engaged, we will implement incentive programs tied to the successful acquisition of public sector and non-profit contracts through the CANOE agreement:</p> <p>Incentives: Sales personnel and distributors will be eligible for performance-based bonuses or rewards for meeting or exceeding sales targets associated with the CANOE contract.</p> <p>Recognition Programs: Regular recognition will be given to top performers, including "Salesperson of the Month" awards or team-based recognition, helping to foster a culture of achievement and motivation across the network.</p> <p>Conclusion</p> <p>AVO's training and engagement strategy for our sales force and distribution network will ensure that they are well-equipped to demonstrate the value of the CANOE contract to public sector and non-profit clients. Through comprehensive onboarding, ongoing support, regular training sessions, and a strong emphasis on continuous improvement, we will ensure that the sales and distribution teams are aligned with CANOE's goals and able to maximize the value of group purchasing.</p>
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5	<p>Describe your methodology and approach to a successful start up / implementation plan and ongoing review and monitoring of the contract use and promotion. Include details on measure you will put in place.</p>	<p>To ensure the successful startup, implementation, and ongoing monitoring of the contract, AVO Vehicle Outfitting Inc. will adopt a structured, methodical approach that prioritizes clear goals, stakeholder alignment, continuous feedback, and adaptability. Below is a detailed outline of our methodology, approach to implementation, and ongoing review and monitoring of the contract's use and promotion:</p> <p><b>1. Start-Up and Implementation Plan</b>  The startup phase will focus on ensuring all internal systems are aligned, training is provided, and initial client engagement is smooth. We will take a phased approach to ensure that each step is implemented thoroughly, and that all stakeholders are prepared for a seamless transition into the contract.</p> <p><b>Phase 1: Planning and Alignment</b>  <b>Stakeholder Identification and Engagement:</b> We will identify key internal and external stakeholders, including sales teams, distribution partners, client representatives, and AVO's account managers. Engaging with the CANOE team early ensures alignment on goals, expectations, and key metrics for success.  <b>Internal Training and Knowledge Transfer:</b> Initial training for AVO's internal teams will cover contract terms, product offerings, pricing, and sales approaches tailored to public sector and non-profit clients. This includes training on how to utilize the CANOE contract in client discussions, highlighting group purchasing benefits, compliance guidelines, and customer value.  <b>Set Up CRM Systems and Reporting Tools:</b> Our Customer Relationship Management (CRM) system will be configured to track the CANOE contract's use, monitor sales activities, and report on progress. This will also allow us to track leads, sales conversions, and client communications associated with the contract.  <b>Internal Kick-Off:</b> A comprehensive internal launch meeting will be held to communicate the details of the CANOE contract, the roles and responsibilities of team members, and the expectations for client outreach.</p> <p><b>Phase 2: Client Engagement and Early Promotion</b>  <b>Target Client Identification:</b> Using AVO's existing customer database and market intelligence, we will identify key public sector and non-profit organizations that could benefit from the CANOE contract. This includes municipalities, law enforcement agencies, and educational institutions.  <b>Client Onboarding:</b> A tailored outreach campaign will be launched to introduce the CANOE contract to target clients. This will include sending introductory emails, offering webinars or informational sessions, and providing clear documentation about how the contract benefits them.  <b>Sales Force Engagement:</b> Sales teams will initiate direct outreach, focusing on the value proposition of the CANOE contract and how it simplifies procurement for public sector clients.</p> <p><b>Phase 3: Systems Setup and Product/Service Launch</b>  <b>Product and Service Access:</b> AVO will ensure that the products and services available under the CANOE contract are easily accessible to the sales team and distribution network, including pricing sheets, customized quotes, and training materials.  <b>Contract Integration:</b> A detailed process for using the CANOE contract within AVO's system will be established. This includes integrating pricing structures, order processing, and customer service protocols into our order management system to streamline contract execution.</p> <p><b>2. Ongoing Review and Monitoring</b>  <b>Tracking and Metrics</b>  <b>Key Performance Indicators (KPIs):</b> The success of the contract will be measured through KPIs such as:  <b>Sales Volume:</b> Track total sales generated through the CANOE contract.  <b>Client Acquisition:</b> Measure the number of new public sector and non-profit clients acquired.  <b>Contract Usage Rate:</b> Monitor how frequently the CANOE contract is being utilized by clients and the volume of orders placed.  <b>Customer Satisfaction:</b> Track client feedback to ensure the products and services meet expectations.  <b>Sales and Marketing Performance:</b> Regular monitoring will assess how well the sales teams and distribution partners are promoting the contract. Metrics like conversion rates, lead generation, and follow-up activities will be analyzed.  <b>Quarterly Review and Adjustment</b>  <b>Internal Performance Reviews:</b> Every quarter, internal performance reviews will take place with key stakeholders. These reviews will evaluate contract performance, identify challenges, and assess the effectiveness of the sales and marketing strategies.  <b>Feedback Loops:</b> A formalized system will be in place to gather client feedback through surveys, calls, or meetings. Insights from these interactions will be used to adjust the implementation strategy and address any issues.  <b>Ongoing Client Support and Training</b>  <b>Continual Training:</b> To keep sales teams and partners informed of any changes to the contract, new product offerings, or pricing updates, ongoing training sessions will be held regularly. These could be in the form of webinars, refresher courses, or regional in-person meetings.  <b>Client Success Managers:</b> AVO will appoint dedicated account managers or client success managers who will oversee the relationship with key public sector clients and provide ongoing support throughout the duration of the contract. These managers will be responsible for troubleshooting any issues, responding to client inquiries, and ensuring satisfaction.</p> <p><b>3. Marketing and Promotion Strategy</b>  <b>Marketing Collateral and Communication</b>  <b>Brochures, Case Studies, and Whitepapers:</b> Customized marketing materials will be created to highlight the advantages of the CANOE contract for public sector clients. This will include brochures that focus on cost savings, ease of procurement, and the range of vehicle outfitting solutions available.  <b>Webinars and Presentations:</b> AVO will host regular informational webinars targeted at municipalities, law enforcement, and other public sector entities. These sessions will focus on how the CANOE contract streamlines vehicle outfitting and delivers better value.  <b>Ongoing Contract Promotion</b>  <b>Email Campaigns:</b> Targeted email campaigns will be used to engage existing clients and leads, showcasing new products, services, and success stories tied to the CANOE contract. This will help maintain visibility and awareness.  <b>Case Studies and Success Stories:</b> Documenting and sharing client success stories, particularly from well-known public sector organizations, will help promote the contract to new clients and build confidence in its value.  <b>Social Media &amp; Website Updates:</b> AVO will continuously promote the CANOE contract through its social media channels and website. This will include regular updates on contract benefits, new product offerings, and promotional campaigns.</p> <p><b>4. Contingency Plans for Potential Disruptions</b>  We will establish contingency plans to ensure the successful continuation of contract fulfillment in the event of any disruptions, such as supply chain issues, logistical challenges, or changes in public sector procurement rules:</p> <p><b>Supplier Diversification:</b> We will establish relationships with multiple suppliers for critical components to avoid disruptions caused by supply chain constraints.  <b>Alternative Shipping and Logistics Providers:</b> In the case of shipping delays, AVO will maintain relationships with multiple logistics providers to ensure timely delivery.  <b>Crisis Communication Plan:</b> In the event of unforeseen disruptions, we will maintain clear communication with clients, providing proactive updates and alternative solutions to meet their needs.</p> <p><b>Conclusion</b>  AVO's approach to the successful startup, implementation, and ongoing monitoring of the CANOE contract focuses on clear planning, stakeholder engagement, and continuous feedback. Through comprehensive training, robust tracking systems, regular performance reviews, and targeted marketing efforts, we aim to ensure that the contract delivers lasting value for public sector and non-profit clients. Our contingency plans will also ensure resilience and uninterrupted service, reinforcing AVO's commitment to meeting the needs of all stakeholders involved.</p>
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6	<p>How will you be monitoring the adoption and utilization of the Canoe contract by your sales and distribution network? Which key performance indicators will you be monitoring?</p>	<p>To effectively monitor the adoption and utilization of the Canoe contract by our sales and distribution network, AVO Vehicle Outfitting Inc. will implement a comprehensive system that includes performance tracking, regular assessments, and continuous improvement. We will utilize Key Performance Indicators (KPIs) to evaluate progress, address potential challenges, and ensure the contract is being leveraged to its fullest potential across our sales and distribution teams.</p> <p>1. Monitoring Adoption and Utilization We will monitor how well the Canoe contract is being adopted and utilized by our sales and distribution network through various methods and tools:</p> <p>Sales Force Engagement Tracking CRM and Sales Tracking Systems: We will configure our Customer Relationship Management (CRM) system to track all interactions related to the Canoe contract. This includes the number of opportunities, quotes, and closed deals generated from the contract. Sales Reports: Our sales teams will submit regular reports on how frequently the Canoe contract is being presented to potential clients and how many deals are being closed using the contract. Distribution Network Adoption Dealer and Distributor Feedback: We will set up regular check-ins with our distribution network, where feedback on the Canoe contract's adoption, effectiveness, and challenges will be solicited. This ensures alignment and identifies any barriers to full utilization. Order Volume and Frequency: Tracking the number of orders placed under the Canoe contract by our dealers and distributors will give insight into its adoption rate and the consistency with which it's being used. Client Utilization Monitoring Client Contract Usage: We will track the number of public sector and non-profit clients who are utilizing the Canoe contract, and monitor the volume of orders and the frequency of contract use over time. Customer Engagement: Through surveys and feedback mechanisms, we will evaluate how well clients are utilizing the benefits of the Canoe contract, such as pricing advantages, product availability, and ease of procurement.</p> <p>2. Key Performance Indicators (KPIs) To ensure that the Canoe contract is being utilized effectively by both our sales and distribution network, we will focus on the following KPIs:</p> <p>Sales-Related KPIs Contract Adoption Rate: The percentage of the sales team that is actively using the Canoe contract as part of their sales process. Target: Aiming for 100% engagement with the Canoe contract across the sales force within 3 months of implementation. Number of Opportunities Generated via Canoe: The total number of leads or sales opportunities generated from clients who are engaging with the Canoe contract. Target: Achieve a 20% increase in opportunities generated through the Canoe contract over the first 6 months. Conversion Rate: The ratio of leads or opportunities that convert into finalized contracts or purchases under the Canoe agreement. Target: Maintain a conversion rate of at least 30% for all leads generated via the Canoe contract. Total Sales Volume from Canoe Contract: The total value of contracts or deals closed using the Canoe contract, tracking its contribution to overall sales revenue. Target: Target a 25% increase in sales from the Canoe contract within the first 12 months.</p> <p>Distribution Network KPIs Dealer Engagement Rate: The percentage of dealers actively utilizing the Canoe contract for client purchases, indicating how well the network is embracing the agreement. Target: 75% dealer engagement within the first 6 months. Dealer Sales Volume from Canoe: The total volume of sales made by dealers using the Canoe contract, showing how much business the network is generating. Target: A steady month-over-month increase in sales from dealers leveraging the Canoe contract, aiming for a 15% increase within the first year.</p> <p>Customer Utilization KPIs Client Adoption Rate: The number of new public sector and non-profit clients using the Canoe contract, indicating the growth of this segment. Target: 50% of new client acquisitions in the first year to come from the public sector or non-profit segment utilizing the Canoe contract. Repeat Purchase Rate: The percentage of clients who return for repeat purchases or services under the Canoe contract, indicating client satisfaction and long-term adoption. Target: A 30% repeat purchase rate from Canoe contract clients within 12 months.</p> <p>Customer Satisfaction &amp; Feedback: Regular surveys and feedback loops to assess customer satisfaction specifically related to the Canoe contract's value (pricing, service quality, ease of procurement). Target: Achieve at least 85% customer satisfaction in surveys specifically about the Canoe contract experience.</p> <p>Operational and Delivery KPIs Lead Time Compliance: The ability to meet delivery timelines stipulated in the Canoe contract. This will track how well AVO and its network can meet the timelines required for public sector and non-profit clients. Target: Maintain a 95% on-time delivery rate for all orders made under the Canoe contract. Order Accuracy Rate: The percentage of orders correctly fulfilled in terms of product specifications and quantity. Target: Achieve a 99% order accuracy rate.</p> <p>3. Review and Reporting Monthly/Quarterly Reviews: We will conduct monthly and quarterly reviews to assess performance against KPIs. These reviews will be shared with the sales and distribution teams and used as an opportunity to recalibrate strategies, provide additional support, and identify trends that require action.</p> <p>Regular Sales Team Check-ins: AVO's management will conduct regular one-on-one check-ins with the sales teams to discuss progress, share challenges, and provide resources to boost utilization of the Canoe contract.</p> <p>Real-time Dashboards: Dashboards will be set up to provide real-time insights into contract adoption, sales volume, customer satisfaction, and other KPIs. This allows for quick decision-making and proactive action.</p> <p>Conclusion By monitoring these KPIs and establishing a robust feedback loop, AVO Vehicle Outfitting Inc. will ensure that the Canoe contract is being maximized across its sales and distribution network. Regular reviews, performance tracking, and proactive adjustments will ensure that the adoption of the Canoe contract is successful and delivers measurable value for both AVO and its clients.</p>
7	<p>Describe your commitment to attending and/or sponsoring Canoe member engagement events (e.g., reverse trade shows, conventions, golf tournaments, educational offerings, retreats etc.)</p>	<p>AVO Vehicle Outfitting values the importance of active engagement and networking within industry-specific associations and events, and we recognize the significant benefits of fostering strong relationships with Canoe members and other key stakeholders. Our commitment to attending and sponsoring Canoe member engagement events is a key part of our approach to fostering collaboration, staying at the forefront of industry trends, and supporting the professional development of public sector procurement professionals. AVO prides ourselves in staying informed, connected, and prepared in order to meet the demands of fleets, while also continuing to build strong relationships.</p>

8	<p>Provide details on industry and association partnerships your company has fostered over time which will be beneficial to promoting the Canoe contract in Canada.</p>	<p>AVO Vehicle Outfitting Inc. has cultivated strong relationships with key industry players, suppliers, and professional associations over the years. These partnerships, across various sectors including public safety, fleet management, and vehicle customization, position AVO as a trusted partner capable of effectively promoting the Canoe contract in Canada. Below are some key industry and association partnerships that will be beneficial in promoting the Canoe contract:</p> <p>1. Partnerships with Vehicle Manufacturers AVO maintains strategic relationships with leading vehicle manufacturers, including Ford, Chevrolet, Ram, and Dodge, who supply the base vehicles for outfitting. These partnerships are instrumental in ensuring AVO has access to the latest vehicle models, up-to-date specifications, and ongoing manufacturer support for complex vehicle outfitting solutions.</p> <p>Benefits for the Canoe Contract:</p> <p>Preferred Pricing: AVO can leverage these relationships to offer competitive pricing on base vehicles, ensuring clients utilizing the Canoe contract have access to favorable rates on both vehicles and outfitting services. Specialized Modifications: These partnerships allow AVO to deliver specialized modifications for public sector and non-profit clients, such as emergency vehicles, law enforcement vehicles, and fleet solutions. Vehicle Availability and Support: Collaborating with manufacturers helps AVO secure priority access to vehicles, ensuring timely delivery of outfitted units under the Canoe contract.</p> <p>2. Supplier Partnerships in Vehicle Upfitting Equipment AVO has long-standing partnerships with top-tier suppliers of vehicle upfitting equipment such as SoundOff Signal, Setina, PMT, Cradlepoint, Ericsson, DVR systems, K9 inserts, running boards, and LED lighting. These relationships enable AVO to procure high-quality, reliable products at competitive prices and with priority access.</p> <p>Benefits for the Canoe Contract:</p> <p>Cost Efficiency: AVO can pass on cost savings to Canoe contract clients due to its strong supplier relationships, ensuring that public sector and non-profit organizations receive high-quality upfitting solutions at the best prices. Access to Cutting-Edge Technologies: Partnerships with companies like Cradlepoint and Ericsson provide access to the latest in communication technologies, which can be crucial for law enforcement, emergency response, and fleet management customers under the Canoe contract. Custom Solutions: These relationships allow AVO to offer customized solutions that meet the specific needs of public sector organizations, such as integrating communication systems and safety equipment into outfitted vehicles.</p> <p>3. Professional Associations and Industry Groups AVO has been an active member of key industry associations such as the Canadian Association of Municipal Administrators (CAMA), the Canadian Police Association (CPA), and the Canadian Fleet Management Association (CFMA). These affiliations provide AVO with direct access to decision-makers in public sector organizations, municipalities, law enforcement, and fleet management sectors.</p> <p>Benefits for the Canoe Contract:</p> <p>Industry Insights and Networking: These associations offer access to valuable industry insights and networking opportunities, helping AVO stay informed about emerging trends and needs in the public sector. This knowledge can be used to promote the Canoe contract more effectively to Canadian municipalities, police departments, and other public organizations. Credibility and Trust: Being a recognized member of these associations enhances AVO's reputation and credibility, making it easier to establish trust with potential clients under the Canoe contract. Advocacy and Joint Initiatives: AVO can collaborate with these associations to promote the benefits of the Canoe contract to their members, helping to expand the adoption of the contract in the Canadian public sector and non-profit space.</p> <p>4. Government and Municipal Partnerships AVO has longstanding relationships with government procurement departments, municipalities, and public sector organizations across Canada. These partnerships involve direct procurement agreements, custom outfitting services, and ongoing support for fleet operations, particularly for emergency response vehicles, police fleets, and municipal transportation services.</p> <p>Benefits for the Canoe Contract:</p> <p>Direct Access to Government Agencies: AVO's existing relationships with municipal and government procurement offices make it easier to introduce the Canoe contract to public sector organizations. Understanding of Procurement Processes: With in-depth knowledge of government procurement processes, AVO can effectively navigate any complexities in the bidding or contract adoption phases, ensuring seamless implementation of the Canoe contract in municipalities and public organizations. Volume-Based Pricing and Discounts: AVO can leverage its relationships to negotiate volume-based pricing for municipalities and government entities, which will be particularly valuable under the Canoe contract for large-scale orders.</p> <p>5. Fleet Management Partnerships AVO partners with large fleet management companies across various sectors, providing outfitting solutions for fleet vehicles, including those used in transportation, delivery services, and municipal operations.</p> <p>Benefits for the Canoe Contract:</p> <p>Fleet-Wide Solutions: AVO can provide tailored outfitting solutions for fleets, which can be crucial for large public sector clients or non-profit organizations managing fleets under the Canoe contract. Operational Efficiency: These partnerships allow AVO to offer comprehensive solutions, from vehicle outfitting to maintenance and service support, all of which will be beneficial to organizations using the Canoe contract for long-term fleet management.</p> <p>6. Technology Partnerships AVO has established collaborations with technology companies such as Cradlepoint and Ericsson to offer cutting-edge connectivity solutions for emergency and law enforcement vehicles. These partnerships enable AVO to integrate technology such as real-time data communication and vehicle diagnostics into their outfitting solutions.</p> <p>Benefits for the Canoe Contract:</p> <p>Enhanced Communication Solutions: AVO can provide state-of-the-art communication and tracking systems, vital for public safety organizations and non-profits, ensuring their vehicles are equipped with the most advanced technology. Customizable Solutions for Specialized Needs: For law enforcement, emergency services, or non-profits requiring specialized technology, AVO can integrate these systems seamlessly into vehicles outfitted under the Canoe contract.</p> <p>Conclusion AVO Vehicle Outfitting Inc.'s strategic partnerships with vehicle manufacturers, upfitting equipment suppliers, professional associations, government bodies, and technology companies will be critical to the promotion and success of the Canoe contract in Canada. These relationships allow AVO to offer high-quality, cost-effective solutions to public sector and non-profit clients while providing the industry credibility and expertise necessary to ensure the success of the contract. Through these collaborations, AVO will be able to effectively reach target stakeholders, address their unique needs, and deliver value under the Canoe contract.</p>
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Supply chain reliability and details

Line Item	Question	Response *
1	Describe your capacities and inventory management strategies.	<p>AVO Vehicle Outfitting Inc. employs efficient capacities and inventory management strategies to ensure timely delivery and cost-effective solutions for vehicle outfitting, particularly in large-scale and specialized projects.</p> <p>1. Capacity for Vehicle Uptfitting Skilled Workforce: AVO's team is trained to handle various vehicle outfitting tasks, ensuring efficient, high-quality installations of equipment like LED lighting, DVR systems, and communication systems. Facility and Equipment: Well-equipped facilities support multiple vehicle upfitting projects simultaneously, allowing for scalable solutions for both small and large fleets. Production Flexibility: AVO accommodates diverse upfitting needs, including specialized modifications for emergency and law enforcement vehicles.</p> <p>2. Inventory Management Strategies Just-In-Time Inventory: AVO minimizes excess stock while ensuring timely availability of materials, reducing costs and delays. Supplier Relationships: Strong partnerships with suppliers like Soundoff and Setina ensure reliable, efficient sourcing of high-quality components. Real-Time Tracking: Inventory systems monitor stock levels, optimize reorder points, and prevent shortages or overstocking. Demand Forecasting: By analyzing trends and upcoming projects, AVO ensures high-demand items are always available. Inventory Optimization: AVO continuously adjusts procurement strategies to maintain optimal stock levels and address slow-moving items. Lead Time Management: AVO manages supplier lead times to prevent delays, especially for critical components.</p> <p>3. Scalability and Efficiency Capacity for Bulk Orders: AVO's system handles large, complex projects like outfitting entire fleets, ensuring timely, high-quality delivery. Logistics Coordination: AVO ensures efficient delivery and inventory management across multiple regions, handling last-minute modifications as needed.</p> <p>4. Continuous Improvement Inventory Review: AVO regularly adjusts strategies to improve efficiency based on market trends and client needs. Supplier Integration: Close collaboration with suppliers ensures timely material availability and smooth operations. Conclusion AVO's robust inventory management strategies, including JIT, demand forecasting, and real-time tracking, support both large-scale and specialized vehicle outfitting projects. Their flexibility, efficient scaling, and focus on continuous improvement enable them to meet diverse client needs while maintaining high-quality service.</p>
2	Explain your lead times for order fulfillment and detail your supply chain resilience measures, including contingency plans for potential disruptions.	<p>AVO Vehicle Outfitting Inc. ensures that its order fulfillment and delivery processes are efficient and reliable, even amidst potential supply chain disruptions. Below is an explanation of AVO's lead times based on manufacturer timelines and the resilience measures in place to mitigate disruptions:</p> <p>1. Lead Times for Order Fulfillment Manufacturer Lead Times: The lead time for vehicle upfitting largely depends on the availability of materials and components from AVO's key suppliers, such as Soundoff, Setina, and PMT. The standard lead time for receiving parts can vary from a few days to several weeks, depending on the complexity and customization of the equipment requested. Vehicle Outfitting Process: Once the parts arrive, AVO typically requires a set number of days to complete the installation, which depends on the vehicle's complexity (e.g., outfitting for law enforcement vehicles may take longer due to specialized equipment). AVO usually strives to complete outfitting projects within 2 to 4 weeks of receiving the vehicle, but this can vary based on the scope of customization.</p> <p>2. Supply Chain Resilience Measures AVO recognizes the need to remain agile and responsive to potential supply chain disruptions. To minimize the impact of unforeseen delays, AVO employs the following resilience measures:</p> <p>Strong Supplier Relationships: AVO maintains close relationships with key suppliers to ensure priority access to high-demand materials. These relationships enable the company to negotiate faster shipping or bulk purchase arrangements, reducing delays. Diversified Supplier Base: AVO works with multiple suppliers for key components, reducing dependency on a single source and ensuring alternative options are available in case of supply issues. This diversity helps maintain flexibility and minimize the impact of disruptions from any single supplier. Inventory Buffer: AVO keeps an inventory buffer of commonly used components, such as LED lights, K9 inserts, and DVR systems, to ensure that upfitting can proceed even if there are delays in receiving certain parts. This helps avoid project delays while waiting for specific items to arrive. Demand Forecasting: AVO uses forecasting tools to predict the volume of parts required for upcoming projects based on historical trends and client orders. This helps ensure that AVO orders components ahead of time, minimizing the likelihood of delays due to unexpected demand surges. Real-Time Inventory Tracking: AVO's inventory management system allows for real-time tracking of parts and materials, which aids in proactive ordering and ensures that parts are available when needed.</p> <p>3. Contingency Plans for Potential Disruptions To further safeguard its operations from supply chain disruptions, AVO has developed a range of contingency plans:</p> <p>Alternate Sourcing: In the event of a supply chain disruption (e.g., a manufacturer experiencing delays), AVO has pre-established relationships with alternative suppliers. This ensures that AVO can quickly switch to another source for critical parts, reducing the impact on project timelines. Flexible Scheduling: AVO builds flexibility into project timelines to accommodate unexpected delays. If a disruption occurs, AVO can adjust the vehicle delivery schedule and inform clients in advance, allowing for better planning and minimizing client impact. Communication with Clients: In case of significant delays, AVO maintains open and proactive communication with clients. This includes informing clients of any issues affecting delivery times, providing updated timelines, and discussing potential solutions. Preemptive Orders for High-Demand Periods: AVO anticipates periods of high demand (e.g., year-end budgets for municipalities) and places orders for critical components in advance to avoid potential shortages during these peak times. Logistics Partnerships: AVO works with trusted logistics providers who have the capability to respond to supply chain issues quickly. Whether it involves expedited shipping or alternative transport routes, AVO's logistics partners play a key role in ensuring timely delivery even when faced with challenges. Conclusion AVO Vehicle Outfitting Inc.'s lead times for order fulfillment depend on manufacturer timelines and the complexity of the upfitting process. However, AVO's resilience measures—such as strong supplier relationships, diversified sourcing, inventory buffers, demand forecasting, and real-time tracking—ensure that disruptions have minimal impact on delivery times. By maintaining flexibility, preemptively ordering for high-demand periods, and having contingency plans in place, AVO ensures that it can meet client needs even in the face of potential supply chain challenges.</p>
3	Explain your shipping and delivery details, timelines including any exceptions.	<p>AVO Vehicle Outfitting Inc. strives to provide timely, reliable shipping and delivery services for all vehicle outfitting projects. Here's a detailed overview of AVO's shipping and delivery process, including typical timelines and any exceptions:</p> <p>1. Shipping and Delivery Process Vehicle Pickup/Drop-Off: AVO works with clients to coordinate vehicle pickup or drop-off. For local clients, vehicles can be dropped off at one of AVO's facilities for outfitting. For remote clients or large fleet orders, AVO arranges vehicle pickup through trusted logistics partners or can offer transportation services for an additional fee. Shipping of Parts and Components: AVO's parts and materials are shipped directly from suppliers to their facilities. This shipping is typically managed through standard carriers, with expedited shipping available as needed for urgent orders. Vehicle Outfitting: Once vehicles are at AVO's facility, outfitting takes place according to the project specifications. Depending on the complexity of the outfitting (e.g., LED lighting, DVR systems, K9 inserts), the installation can take anywhere from 5 to 14 days per vehicle, depending on customization.</p> <p>2. Delivery Timelines Standard Delivery: Once the outfitting process is complete, the vehicle is inspected, tested, and prepared for delivery. Typical delivery timelines range from 1 to 2 weeks after the completion of the outfitting, depending on the delivery location. Fleet Orders: For bulk orders or larger fleets (e.g., municipalities or law enforcement agencies), AVO can stagger delivery over several weeks, depending on the number of vehicles being outfitted and the delivery distance. Fleet deliveries are scheduled to ensure efficiency and minimize shipping costs. Expedited Delivery: In urgent situations, such as high-priority government contracts or emergency vehicles, AVO can offer expedited delivery. This is subject to additional costs and availability, and the timeline can vary based on the project's complexity and distance.</p> <p>3. Shipping Exceptions and Special Considerations Remote or Rural Locations: For deliveries to remote or rural locations, shipping may take longer due to limited access to transportation routes or higher costs. AVO will inform clients of any potential delays and work to minimize the impact. Large Orders: In the case of very large or complex orders (e.g., outfitting a fleet of 50+ vehicles), there may be exceptions to the typical timeline, including the need to stagger shipments or extend delivery schedules to ensure everything is outfitted correctly. International Shipments: If vehicles or parts need to be shipped internationally, timelines can be longer due to customs processes, international shipping logistics, and regulatory requirements. Clients will be informed in advance of any potential delays or requirements. Supply Chain Delays: AVO strives to manage its supply chain efficiently, but delays from manufacturers, shipping carriers, or customs can occasionally affect delivery times. In such cases, AVO proactively communicates with clients, providing updated timelines and solutions where possible.</p> <p>4. Delivery Confirmation and Post-Delivery Support Vehicle Inspection and Testing: Upon delivery, clients are encouraged to inspect their vehicles and confirm that all outfitting specifications have been met. AVO offers testing services to ensure all systems are functioning correctly. Post-Delivery Support: AVO provides post-delivery support, including service packages, troubleshooting, and warranty services. For clients with extended service agreements, AVO offers ongoing maintenance options to ensure that outfitted vehicles continue to perform as expected.</p> <p>5. Delivery Costs Standard Shipping: Delivery costs are typically included in the overall price of the outfitting service for local deliveries. For remote or international deliveries, shipping fees may be added to the total cost. Expedited and Special Deliveries: Expedited delivery and special requests for off-hours or urgent deliveries may incur additional fees, which are communicated to clients upfront. Conclusion AVO Vehicle Outfitting Inc. offers reliable shipping and delivery services, with typical timelines ranging from 2 to 4 weeks for standard orders, depending on complexity and location. Special considerations, such as remote areas, large fleet orders, or international shipping, may require additional time. AVO ensures that clients are informed of any exceptions or delays and provides proactive support throughout the process.</p>

Warranty, Risk Mitigation & Service Excellence

Line Item	Question	Reponse *
1	Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure.	AVO Vehicle Outfitting Inc. stands by our manufacturers warranties. Customers are required to return product to AVO at the customers expense and AVO will return warrantied product at no charge to the customer.
2	What other policies do you have to support Member reimbursement or remediation for the products you support and sell in this RFP?	<p>AVO Vehicle Outfitting is committed to ensuring that our clients, including government agencies, municipalities, and fleet operators, receive the highest quality products and services. To support member reimbursement and remediation in relation to the products we provide and sell, AVO has implemented a range of policies that address customer satisfaction, product quality, warranty claims, and any necessary remediation processes.</p> <p>Comprehensive Warranty Coverage: AVO offers a standard warranty on all products and services we sell, which covers defects in materials or workmanship. Depending on the product category, warranties can range from 1 year to 5 years for specific equipment and vehicle modifications. If a product fails or is found to be defective during the warranty period, AVO will either repair, replace, or offer a reimbursement for the affected item or service.</p> <p>Procedure for Warranty Claims: Clients must submit a warranty claim with relevant documentation (e.g., purchase order, proof of defect) within the warranty period. AVO will assess the issue and determine the appropriate resolution, which may include repairing the product, providing replacement parts, or offering a reimbursement.</p> <p>Prompt Remediation for Service Issues: AVO offers rapid remediation services for issues related to vehicle outfitting, whether it's a product defect or a malfunctioning installation.</p> <p>Conclusion: AVO Vehicle Outfitting has established a robust set of policies to support member reimbursement and remediation for the products and services we provide. Whether through warranty claims, product returns, service remediation, or ongoing fleet support, AVO ensures that our clients are supported throughout the lifecycle of their vehicles and outfitting equipment. Our policies prioritize customer satisfaction, timely resolution, and financial fairness, ensuring that any issues related to our products or services are addressed quickly and efficiently.</p>
3	Describe in retails the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your service goals or promises.	<p>AVO Vehicle Outfitting is committed to providing exceptional customer service, ensuring that our clients receive the highest level of support throughout their vehicle outfitting journey — from initial inquiry to post-installation service. Our customer service program is designed to be responsive, proactive, and solution-focused, ensuring that clients can rely on us for timely assistance, technical expertise, and ongoing support.</p> <p>Clients can reach our customer service team directly through a dedicated phone line or can email inquiries to our support inbox, where issues are logged and tracked.</p> <p>AVO schedules the required services based on client urgency and availability. For routine service issues, appointments are scheduled within 2-3 business days. For urgent requests, especially related to public safety or emergency response vehicles, AVO aims for a 24-48 hour response window. AVO's mobile service teams can be dispatched directly to the client's location for on-site repairs, installations, or troubleshooting. This helps reduce downtime and ensures vehicles stay operational while necessary adjustments are made.</p> <p>General Inquiries and Non-Emergent Issues: Phone/Email Inquiries: Responses within 4 hours on weekdays (business hours 8 AM – 4:30 PM).</p> <p>Emergency or Urgent Requests: For emergency services or fleet vehicles that require immediate attention (such as emergency response vehicles, police fleets, or fire trucks), AVO commits to a same-day response when required.</p> <p>AVO's customer service program is centered on providing high-quality, responsive support to clients across Canada. Our commitment to rapid response times, efficient service delivery, and ongoing client satisfaction ensures that we meet the needs of municipalities, law enforcement agencies, and fleet operators.</p> <p>AVO strives to maintain industry-leading service standards. Our focus on client communication, problem-solving, and continuous improvement sets us apart in the vehicle outfitting industry.</p>

Member access to goods and services

Line Item	Question	Response
1	List the necessary steps for a Canoe member to set up an account and access your goods and services for the first time should you be awarded a contract.	<p>To set up an account with AVO for goods and services under the CANOE contract, new members typically follow these steps:</p> <p>Complete Application: New members fill out an application form from AVO's, providing organizational details and verifying CANOE membership. Once approved an account will be Created. Members will need to supply shipping and billing details.</p> <p>Place Orders: Members select desired products or services and place orders, confirming pricing, quantities, and delivery information.</p> <p>Set Up Payment: Members enter payment details, agreeing to the terms and payment methods.</p> <p>Once these steps are completed, members can begin placing orders and accessing the goods and services available under the CANOE contract with AVO.</p>
2	Describe how members can access information, pricing, discounts, catalogues on your goods, services, get a quote and place an order.	AVO will work closely with members to understand their product needs and specific requirements. AVO will provide product information, related links complete with detailed pricing, discounts, and catalogs of available goods and/or services. Members can then request a quote and place an order based on their needs
3	Are your products available through an e-marketplace platform? If yes, please explain the options to connect to your e-marketplace i.e. business to business, punch out, API, and any limitations on compatible systems. Include a link to your e-marketplace.	AVO is in the process of having an emarketplace platform built but are unaware of the completion date at this time.
4	In a case where one your company has an existing public sector customer who desires to be onboarded onto the Canoe offering, how would you adress this situation?	AVO would be open to the idea of onboarding an existing public sector customer who wishes to join the CANOE offering. We would work with the customer to ensure a seamless transition, providing the necessary information, training, and support to align with CANOE's terms and requirements. This would include assisting with account setup, product selection, pricing, and order processes to ensure full compliance with the CANOE agreement.

Reporting

Question	Response
Please specifically describe any self-audit process or program that you plan to employ to verify compliance with a possible Contract with CANOE including validating that CANOE Members obtain the proper pricing, as well as ensuring your reports accurately include all sales under the Canoe contract.	To ensure compliance with a potential contract with CANOE, AVO will implement a self-audit process that focuses on validating the accuracy of sales transactions, pricing, and usage reporting. This self-audit process will be designed to verify that CANOE members are receiving the correct pricing and that all relevant sales are accurately included in the monthly reports. Below is a detailed description of the steps involved in the self-audit process: 1. Pre-Audit Planning and Setup: Define the audit criteria based on CANOE's contract terms, including pricing, eligible products or services, and any applicable discounts or volume pricing. 2. Data Collection and Transaction Tracking. Centralized Sales Tracking 3. Pricing Verification. Pricing Checks. 4.. Compliance Verification. Contract Compliance Checks. 5. AVO can prepare a summary report for CANOE, detailing the results of the self-audit and confirming that all sales made to CANOE members were priced correctly
Canoe requires monthly sales report. Describe the process you will implement if awarded, in order to meet this requirement.	If awarded the contract with CANOE, AVO will implement the following process for accurate and timely monthly sales reporting:  Data Collection and Tracking: AVO will use a centralized system to track all CANOE-related sales, tagging each transaction to ensure correct pricing and differentiation from non-CANOE sales.  Automated Report Generation: AVO's system will automatically gather data at month-end and generate reports using predefined templates that align with CANOE's format, minimizing manual effort.  Data Validation and Quality Control: Automated checks will verify correct pricing, while random transaction samples will be manually reviewed for compliance. The data will also be reconciled with internal systems for consistency.  Report Review and Approval: AVO's finance or compliance team will review the report for accuracy, which will then be approved by senior management.  Submission to CANOE: The finalized report will be submitted to CANOE within the required timeframe and in the required format.  Record Keeping and Documentation: Sales reports will be securely archived, and audit trails of the report creation, validation, and submission process will be maintained.  Ongoing Monitoring and Improvement: AVO will continuously monitor the process, address feedback from CANOE, and conduct regular training for sales and finance teams to ensure compliance and improve reporting efficiency.
Provide the name and contact information of the person who will be responsible for reporting if awarded an agreement.	Kendra Pare and/or Tim Baillie
Do you allow public entities to order from multiple contracts and GPOs?	If a contract states that AVO would allow public entities to order from multiple contracts and GPOs to provide flexibility
If so, describe the measures you have in place to record and manage data accurately for public entities who purchase from multiple accounts/contracts ensuring accurate reporting of usage to Canoe?	AVO would implement a real time centralized management system to record and track data accurately.

Value added goods and services

Question	Response *
Describe any other vehicle categories you offer not currently specified in the RFP.	<p>AVO Vehicle Outfitting Inc. offers a wide range of vehicle outfitting solutions across various categories, including:</p> <p>LED Lighting: High-performance lighting systems for visibility and safety. Cradlepoint: Advanced in-vehicle networking solutions for seamless connectivity. Ericsson: Communication and networking equipment for enhanced operational efficiency. DVR Systems: Vehicle-mounted digital video recording systems for security and monitoring. Backup BEEPERS: Safety beeper systems to alert pedestrians and other vehicles. Storage Solutions: Custom storage solutions to maximize vehicle utility and organization. K9 Inserts: Secure and comfortable vehicle inserts for K9 units. Canopies: Protective covers for vehicles, ideal for worksite and fleet applications. Running Boards: Step boards to enhance vehicle accessibility. Window Tinting: Custom window tinting for privacy and UV protection. Decaling: Vehicle graphic design, including branding and logos. Decommissioning: Services for decommissioning and stripping vehicles of outfitting. Headsets/Communications: Communication equipment for clear, hands-free operation. Supply Laptops: Ruggedized laptops for mobile workstations in law enforcement and service vehicles. Inverters, radios, etc</p> <p>These offerings provide comprehensive solutions tailored to the needs of municipal, law enforcement, and fleet clients.</p>
Describe any value added goods you offer.	<p>AVO Vehicle Outfitting Inc. provides several value-added goods and services that enhance the functionality, safety, and efficiency of their outfitted vehicles. These offerings go beyond just outfitting vehicles with essential equipment and include a range of customized solutions that add significant value for clients. Here's an overview of the key value-added goods AVO provides:</p> <p>1. Custom Vehicle Outfitting Solutions and Tailored Equipment Packages. 2. Enhanced Safety Features, Emergency Lighting Systems, Vehicle Partitions and Safety Barriers, Communication and Technology Integration Integrated Communication Systems, GPS tracking systems. Vehicle Telematics: For fleet management, AVO integrates telematics systems that allow customers to track vehicle performance, location, and health in real time. This is valuable for municipalities and law enforcement agencies managing large fleets. 4. Eco-Friendly and Sustainable Solutions, Sustainable Materials: Whenever possible, AVO uses eco-friendly materials in the outfitting process, helping clients reduce their environmental impact. 5. Post-Delivery Support and Maintenance Services, Ongoing Vehicle Maintenance: AVO provides post-delivery maintenance services, ensuring that outfitted vehicles remain in top working condition. This includes routine checks, repairs, and upgrades to the installed equipment. Training and Support: AVO offers training to clients, ensuring that operators are proficient in using the equipment installed in their vehicles. This service is particularly valuable for complex systems like communication devices or tactical equipment. 6. Warranty and Product Support, Comprehensive Warranties: AVO provides warranties on the equipment and systems installed, offering peace of mind to clients with coverage for parts and labor. Technical Support: In addition to installation, AVO offers ongoing technical support for troubleshooting and repairs, ensuring that any issues with outfitted systems are quickly addressed. 7. Consultation and Design Services, Custom Design Consultation: AVO offers consulting services to help clients design the perfect outfit solution based on their unique operational needs. This includes providing advice on the best equipment, layouts, and configurations for each specific vehicle type. Prototyping and Testing: For large projects, AVO offers prototyping and testing services to ensure that custom installations meet client expectations before full-scale production and outfitting.</p>
Describe any value added services you offer.	<p>AVO Vehicle Outfitting Inc. provides several value-added goods and services that enhance the functionality, safety, and efficiency of their outfitted vehicles. These offerings go beyond just outfitting vehicles with essential equipment and include a range of customized solutions that add significant value for clients. Here's an overview of the key value-added goods AVO provides:</p> <p>1. Custom Vehicle Outfitting Solutions and Tailored Equipment Packages. 2. Enhanced Safety Features, Emergency Lighting Systems, Vehicle Partitions and Safety Barriers, Communication and Technology Integration Integrated Communication Systems, GPS tracking systems. Vehicle Telematics: For fleet management, AVO integrates telematics systems that allow customers to track vehicle performance, location, and health in real time. This is valuable for municipalities and law enforcement agencies managing large fleets. 4. Eco-Friendly and Sustainable Solutions, Sustainable Materials: Whenever possible, AVO uses eco-friendly materials in the outfitting process, helping clients reduce their environmental impact. 5. Post-Delivery Support and Maintenance Services, Ongoing Vehicle Maintenance: AVO provides post-delivery maintenance services, ensuring that outfitted vehicles remain in top working condition. This includes routine checks, repairs, and upgrades to the installed equipment. Training and Support: AVO offers training to clients, ensuring that operators are proficient in using the equipment installed in their vehicles. This service is particularly valuable for complex systems like communication devices or tactical equipment. 6. Warranty and Product Support, Comprehensive Warranties: AVO provides warranties on the equipment and systems installed, offering peace of mind to clients with coverage for parts and labor. Technical Support: In addition to installation, AVO offers ongoing technical support for troubleshooting and repairs, ensuring that any issues with outfitted systems are quickly addressed. 7. Consultation and Design Services, Custom Design Consultation: AVO offers consulting services to help clients design the perfect outfit solution based on their unique operational needs. This includes providing advice on the best equipment, layouts, and configurations for each specific vehicle type. Prototyping and Testing: For large projects, AVO offers prototyping and testing services to ensure that custom installations meet client expectations before full-scale production and outfitting.</p>
Describe any other preferential rates or pricing structure included as part of your offering.	<p>AVO Vehicle Outfitting Inc. offers flexible and competitive pricing structures to provide cost-effective vehicle outfitting solutions. Key options include:</p> <p>Volume Discounts: Bulk orders and larger fleets receive discounts, with tiered pricing where the cost per vehicle decreases as order size increases.</p> <p>Long-Term Contract Pricing: Preferred rates and discounts are available for clients with long-term or repeat contracts, as well as multi-year service agreements.</p> <p>Government and Municipal Pricing: Specialized pricing for government entities and public service agencies, ensuring budget-friendly options for fleets and law enforcement.</p> <p>Package Pricing for Custom Solutions: Bundled pricing for multiple services, including outfitting, delivery, and support, along with customizable equipment packages.</p> <p>Seasonal or Promotional Pricing: Special discounts and end-of-year pricing to help clients take advantage of budget cycles.</p> <p>Referral Discounts: Clients receive discounts for referring new customers, incentivizing word-of-mouth marketing.</p> <p>Warranty and Service Package Discounts: Discounts on post-installation services or extended warranties for those purchasing service packages.</p> <p>These pricing structures ensure clients, including municipalities, law enforcement, and fleet operators, receive high-quality outfitting solutions at competitive prices.</p>
Describe your pricing model when leveraging your dealer network (if applicable).	<p>AVO Vehicle Outfitting Inc. uses a flexible and competitive pricing model through its dealer network to ensure cost-effectiveness, efficiency, and consistent service quality. Key components of this model include:</p> <p>Dealer-Specific Discounts: Volume-based discounts for bulk orders and preferred dealer rates based on sales volume and long-term relationships. Dealer Incentives: Rebate programs and promotional pricing to incentivize dealers to meet sales targets and attract customers. Market-Dependent Pricing: Regional and localized pricing adjustments based on market conditions to remain competitive across areas. Dealer Support: Training, sales tools, and resources to ensure dealers can offer informed pricing and maintain consistency in service. Profit Margin Flexibility: Dealers can adjust margins within set ranges, with better pricing for high-volume orders. Post-Sale Support: Pricing structures for after-sales services like maintenance, repairs, and parts, allowing dealers to offer competitive rates. This pricing model ensures competitive pricing for end customers while promoting long-term, profitable relationships with dealers.</p>

Shop rates

Proponents offer discounts on the hourly rates for their shop rate for each province as applicable.

Province	Shop in province? *	
Alberta	<input type="radio"/> Yes <input checked="" type="radio"/> No	
British-Columbia	<input checked="" type="radio"/> Yes <input type="radio"/> No	
New-Brunswick	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Manitoba	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Newfoundland and Labrador	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Northwest Territories	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Nova-Scotia	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Nunavut	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Ontario	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Prince Edward Island	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Québec	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Saskatchewan	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Yukon	<input type="radio"/> Yes <input checked="" type="radio"/> No	

Work Ready Packages

Proponents can offer work ready packages available for Members.

Package name and number	Package description	Price	% Discount offered	Comments
	Installation Manual			
	Warranty Procedure Manual			

Agreement acceptance

Review the draft agreement, indicate your acceptance and proposed changes if any as applicable.

Article	We agree and accept *	If no, indicate your proposed changes or N/A *
ARTICLE 2 PROGRAM ADMINISTRATION AND SUPPORT	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 3 FINANCIAL MATTERS	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 4 TRADE-MARKS	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 5 REPRESENTATIONS AND WARRANTIES	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 6 CONFIDENTIAL INFORMATION	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 7 INDEMNITY AND LIABILITY	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 8 CHANGES AND TERMINATION	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 9 FORCE MAJEURE	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept
ARTICLE 10 DISPUTE RESOLUTION	<input type="radio"/> Yes <input checked="" type="radio"/> No	Accept
ARTICLE 11 GENERAL	<input checked="" type="radio"/> Yes <input type="radio"/> No	Accept

Proactive disclosure of Artificial Intelligence (AI) in drafting response

Please note that the response to the information is being collected as data collation for internal use only. The response provided has no bearing on the ability for Proponents to respond to this RFP.

Line Item	Question	Comments *
1	Did you use any Artificial Intelligence (AI) tools or systems in the preparation of your RFP response?	Yes, for some wording. Reviewed and modified to ensure accurate
2	If yes, please specify which AI tools were used and describe their roles in the drafting process.	Chat GPT
3	How did the AI tools or systems influence the content presented in your RFP response? Please provide specific examples of contributions made by AI to your proposal.	To expand on AVOs wording

Pricing

Line Item	The pricing offered is:	Select 1 yes *	Pricing methodology for the one you selected "yes"
1	The same as the Proponent typically offers to an individual municipality, university, or school district OR	<input checked="" type="radio"/> Yes <input type="radio"/> No	
2	The same as the Proponent typically offers to GPOs, cooperative procurement organizations, or provincial purchasing departments OR	<input type="radio"/> Yes <input checked="" type="radio"/> No	
3	Better than the Proponent typically offers to GPOs, cooperative procurement organizations, or provincial purchasing departments.	<input type="radio"/> Yes <input checked="" type="radio"/> No	

Delivery and pricing details

Line Item	Question	Reponse *
1	As applicable, present additional pricing details including any volume discounts, additional discounts or rebates or incentives, etc.	At AVO Vehicle Outfitting, we understand that our clients seek competitive pricing and cost-saving opportunities. In addition to our standard pricing for vehicle outfitting and parts, we offer several options for volume discounts, rebates, and incentives that help reduce costs for our customers, from individual parts buyers to large municipal fleets. We aim to provide flexibility, cost savings, and opportunities to help our customers maximize their budgets.
2	Explain your delivery or courier model.	AVO uses dedicated transport vehicles for local deliveries and works with specialized freight carriers for long-distance or remote deliveries. We also offer real-time tracking if available for shipments to ensure timely arrival and coordination.
3	Explain your delivery costs if any, as well as any related geographical restrictions.	AVO Vehicle Outfitting strives to provide transparent and reasonable delivery costs for all our products and services. While standard delivery is straightforward for urban areas and local locations, we recognize that longer distances, remote regions, and international shipments can add complexity to the logistics. We are committed to ensuring our clients are fully informed of any additional costs upfront and provide personalized support to accommodate any geographical restrictions.
4	What is your payment term? Do you offer incentives for early payments?	AVO Vehicle Outfitting offers Net 30 days payment terms to our customers, meaning that payment for goods and services is due 30 calendar days from the date of the invoice. Accepted methods are Bank transfer, cheques, credit cards, ACH, online payments and ARI fleet cards. There is a potential early payment discount, depending on agreement.
5	Outline how prices may be subject to change over the term of the agreement.	AVO Vehicle Outfitting understands that clients require predictable pricing for their vehicle outfitting and parts purchases. However, due to fluctuations in material costs, labor rates, and market conditions, prices may be subject to change before a contract can be renewed.

Documents

Proponents are responsible to ensure the uploaded file(s) is/are not defective or corrupted and are able to be opened and viewed by Canoe. If the attached file(s) cannot be opened or viewed, your response Document may be rejected.

Please note you can only upload 1 PDF document per item requested.

The maximum size is 10 MB.

Do not upload a proposal response, if you do Canoe will not evaluate it. Proposal responses must be entered into the specification questionnaires

Do not include generic promotional marketing materials, resumes, corporate brochures, unless specifically asked in the RFP. Canoe will not review any materials not explicitly requested.

Please ensure the pricing list is in legible font, format and size.

- [Warranty information - optional](#) - Warranty.docx - Monday November 25, 2024 22:37:41
- [Information on goods offered - optional](#) - AVO\_Brochures.pdf - Monday November 25, 2024 22:42:02
- Hot item list and prices - optional (optional)
- Additional Document (optional)



## Addenda, Terms and Conditions

### PART D -TERMS AND CONDITIONS OF THE SOLICITATION PROCESS

Proponents should structure their proposals in accordance with the instructions in the Procurement Portal.

A proponent who submits conditions, options, variations, or contingent statements, either as part of its proposal or after receiving notice of selection, may be disqualified.

#### 1.1.1 Ability to Provide Deliverables

The Proponent has carefully examined the Solicitation documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the Solicitation for the rates set out in its proposal.

#### 1.1.1.2 Non-Binding Pricing

The Proponent has submitted its pricing in accordance with the instructions in the Solicitation. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

#### 1.1.2 Proposals in English

All proposals are to be in English only.

#### 1.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed format, and the content of websites or other external documents referred to in the proponent's proposal, but not attached, will not be considered to form part of its proposal.

#### 1.1.4 Past Performance

In the evaluation process, Canoe may consider the proponent's past performance or conduct on previous contracts with Canoe or other institutions.

#### 1.1.5 Information in SOLICITATION Only an Estimate

Canoe and its advisers make no representation, warranty, or guarantee as to the accuracy of the information contained in this Solicitation or issued by way of addenda. Any quantities shown or data contained in this Solicitation or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this Solicitation.

#### 1.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

#### 1.1.7 Proposal to be Retained by Canoe

Canoe will not return the proposal or any accompanying documentation submitted by a proponent.

#### 1.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

Canoe makes no guarantee of the value or volume of work to be assigned to the selected proponent. The agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. Canoe may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

#### 1.1.9 Trade Agreements

Proponents should note that (based on the Members looking to purchase under this Solicitation) this procurement process is subject to the requirements of:

- Comprehensive Economic and Trade Agreement between Canada and the European Union, Chapter 19 (Government Procurement)
- Canadian Free Trade Agreement, Chapter 5 (Government Procurement)
- New West Partnership Trade Agreement, Article 14 (Procurement) and Part V, Section C (Exceptions: Government Procurement)
- Trade and Cooperation Agreement Between Ontario and Quebec, Chapter 9
- Atlantic Procurement Agreement
- Ontario Broader Public Sector (BPS) Procurement Directive

### 1.2 Communication after Issuance of Solicitation

#### 1.2.1 Proponents to Review Solicitation

Proponents should promptly examine all of the documents comprising this Solicitation and may direct questions or seek additional information in writing through the Procurement Portal on or before the Deadline for Questions. No such communications are to be sent or initiated through any other means. Canoe is under no obligation to provide additional information, and Canoe is not responsible for any information provided by or obtained from any source other than the Solicitation Contact or the Procurement Portal. It is the responsibility of the proponent to seek clarification on any matter it considers to be unclear. Canoe is not responsible for any misunderstanding on the part of the proponent concerning this SOLICITATION or its process.

#### 1.2.2 All New Information to Proponents by Way of Addenda

This Solicitation may be amended only by addendum in accordance with this section. If Canoe, for any reason, determines that it is necessary to provide additional information relating to this Solicitation, such information will be communicated to all proponents by addendum posted in the Procurement Portal. Each addendum forms an integral part of this Solicitation and may contain important information, including significant changes to this Solicitation. Proponents are responsible for obtaining all addenda issued by Canoe.

#### 1.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If Canoe determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, Canoe may extend the Submission Deadline for a reasonable period of time.

#### 1.2.4 Verify, Clarify, and Supplement

When evaluating proposals, Canoe may request further information from the proponent or third parties in order to verify, clarify, or supplement the information provided in the proponent's proposal. Canoe may revisit, re-evaluate, and rescore the proponent's response or ranking on the basis of any such information.

#### 1.2.5 Restricted Communications

Proponents that fail to comply with the requirement to direct all communications to the Solicitation Contact may be disqualified from the Solicitation process. Without limiting the generality of this provision, Proponents may not communicate with or attempt to communicate with the following (unless instructed to by the Solicitation Contact):

1. any RMA director, officer, employee or agent (other than the Solicitation Contact);
2. any member of the Evaluation Team;
3. any expert or advisor assisting the Evaluation Team; or
4. any other elected official of any level of government, including any advisor to any elected official.

#### 1.2.6 Authorized Communications, Amendments, Waivers

Proponents are advised that from the date of issue of the Solicitation through any award notification:

1. only the Solicitation Contact is authorized by CANOE to amend or waive the requirements of the Solicitation pursuant to the provisions of this Solicitation; and
2. under no circumstances shall a Proponent rely upon any information or instruction from any commissioner, officer, employee, agent of CANOE or RMA unless the information or instruction is provided in writing by the Solicitation Contact.

### 1.3 Notification and Debriefing

### 1.3.1 Notification to Other Proponents

Once an agreement is executed by Canoe and a proponent, the other proponents may be notified directly in writing and will be notified by public posting of the outcome of the procurement process.

### 1.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the Solicitation Contact and must be made within sixty (60) days of such notification. The Solicitation Contact will contact the proponent's representative to schedule the debriefing. Debriefings may occur in person at Canoe's location or by way of conference call or other remote meeting format as prescribed by Canoe.

### 1.3.3 Procurement Protest Procedure

Any proponent with concerns about the Solicitation process is required to attend a debriefing prior to proceeding with a protest.

If, after attending a debriefing, the proponent wishes to challenge the Solicitation process, it should provide written notice to the Solicitation Contact in accordance with the procurement protest procedures below:

A bid dispute must be submitted within 5 Business Days of the circumstances giving rise to the dispute. To submit a bid dispute, proponents must deliver a written submission containing:

1. The name, address, and telephone number of the Proponent;
2. An indication that the bid dispute is authorized by an authorized signing officer or representative of the Proponent;
3. The Solicitation number;
4. Identification of the statute or procedure that is alleged to have been violated;
5. A precise statement of the relevant facts;
6. Identification of the issues to be resolved;
7. The Proponent's argument and supporting documentation; and
8. The Proponent's proposed resolution. All documentation must be addressed to:

Attention: General Manager, Canoe Procurement Group of Canada  
Canoe Procurement Group of Canada  
2510 Sparrow Drive, Nisku, Alberta T9E 8N5

EMAIL: [proposals@canoeprocurement.ca](mailto:proposals@canoeprocurement.ca)

Once a bid dispute has been received, the General Manager, Canoe Procurement Group of Canada will initiate a review of the matter. The General Manager will complete that review and provide a response to the proponent as soon as reasonably possible, but generally within 10 Business Days.

That response shall be the final response from CANOE regarding the bid dispute.

Filing a bid dispute does not affect a Proponent's ability to participate in ongoing or future procurement opportunities with CANOE.

## 1.4 Conflict of Interest and Prohibited Conduct

### 1.4.1 Conflict of Interest

For the purposes of this Solicitation, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

1. in relation to the Solicitation process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including, but not limited to:
2. having or having access to confidential information of Canoe in the preparation of its proposal that is not available to other proponents;
3. having been involved in the development of the Solicitation, including having provided advice or assistance in the development of the Solicitation;
4. receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the Solicitation;
5. communicating with any person with a view to influencing preferred treatment in the Solicitation process (including, but not limited to, the lobbying of decision-makers involved in the Solicitation process); or
6. engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive Solicitation process or render that process non-competitive or unfair; or
7. in relation to the performance of its contractual obligations under a contract for the Deliverables, the proponent's other commitments, relationships, or financial interests:
8. could, or could be seen to, exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or
9. could, or could be seen to, compromise, impair, or be incompatible with the effective performance of its contractual obligations.

### 1.4.2 Disqualification for Conflict of Interest

Canoe may disqualify a proponent for any conduct, situation, or circumstances, determined by Canoe, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

An existing supplier of Canoe may be precluded from participating in the Solicitation process in instances where Canoe has determined that the supplier has a competitive advantage that cannot be adequately addressed to mitigate against unfair advantage. This may include, without limitation, situations in which an existing supplier is in a position to create unnecessary barriers to competition through the manner in which it performs its existing contracts, or situations where the incumbent fails to provide the information within its control or otherwise engages in conduct obstructive to a fair competitive process.

### 1.4.3 Disqualification for Prohibited Conduct

Canoe may disqualify a proponent, rescind an invitation to negotiate, or terminate a contract subsequently entered into if Canoe determines that the proponent has engaged in any conduct prohibited by this Solicitation.

### 1.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Procurement Portal.

### 1.4.5 Proponent Not to Communicate with Media

Proponents must not, at any time directly or indirectly, communicate with the media in relation to this Solicitation or any agreement entered into pursuant to this Solicitation without first obtaining the written permission of the Solicitation Contact.

### 1.4.6 No Publicity or Promotion

CANOE does not wish any Proponent, including the Ranking Proponent, to make any public announcement or distribute any literature regarding this Solicitation or otherwise promote itself in connection with this Solicitation or any arrangement entered into under this Solicitation without the prior written approval of CANOE.

If a Proponent, including the Ranking Proponent, makes a public statement either in the media or otherwise that is contrary to CANOE's wishes noted above, then:

1. CANOE may disqualify that Proponent; and
2. although CANOE intends to treat all Proposals as confidential, CANOE may disclose any information about a Proponent's Proposal to provide accurate information and/or to rectify any false impression which may have been created.

### 1.4.7 No Lobbying

Proponents must not, in relation to this Solicitation or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the selected proponent(s).

### 1.4.8 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials, or other representatives of Canoe; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this SOLICITATION.

### 1.4.9 Supplier Suspension

Canoe may suspend a supplier from participating in its procurement processes for prescribed time periods based on past performance or based on inappropriate conduct, including, but not limited to, the following:

1. illegal or unethical conduct as described above;
2. the refusal of the supplier to honor its submitted pricing or other commitments;
3. engaging in litigious conduct, bringing frivolous or vexatious claims in connection with Canoe's procurement processes or contracts, or engaging in conduct obstructive to a fair competitive process; or

4. any conduct, situation, or circumstance determined by Canoe, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

In advance of a decision to suspend a supplier, Canoe will notify the supplier of the grounds for the suspension and the supplier will have an opportunity to respond within a timeframe stated in the notice. Any response received from the supplier within that timeframe will be considered by Canoe in making its final decision.

## **1.5 Confidential Information**

### **1.5.1 Confidential Information of Canoe**

All information provided by or obtained from Canoe in any form in connection with this Solicitation either before or after the issuance of this Solicitation:

1. is the sole property of Canoe and must be treated as confidential;
2. is not to be used for any purpose other than replying to this SOLICITATION and the performance of any subsequent contract for the Deliverables;
3. must not be disclosed without prior written authorization from Canoe; and
4. must be returned by the proponent to Canoe immediately upon the request of Canoe.

### **1.5.2 Confidential Information of Proponent**

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by Canoe. The confidentiality of such information will be maintained by Canoe, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by Canoe to advise or assist with the Solicitation process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this Solicitation, questions are to be submitted to the SOLICITATION Contact.

## **1.6 Procurement Process Non-Binding**

### **1.6.1 No Contract A and No Claims**

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty, and without limitation:

1. this Solicitation will not give rise to any Contract-A-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
2. neither the proponent nor Canoe will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract, or failure to honour a proposal submitted in response to this Solicitation.

### **1.6.2 No Contract until Execution of Written Agreement**

This Solicitation process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and Canoe by this Solicitation process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

### **1.6.3 Non-Binding Price Estimates**

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of Canoe to enter into an agreement for the Deliverables.

### **1.6.4 Cancellation**

Canoe may cancel or amend the Solicitation process without liability at any time.

### **1.6.5 Competition Act**

Under Canadian law, a Proponent's Proposal must be prepared without conspiracy, collusion, or fraud. For more information on this topic, visit the Competition Bureau website at <http://www.cb-bc.gc.ca/eic/site/cb-bc.ns/eng/01240.html>, and in particular, part VI of the *Competition Act*, R.S.C. 1985, c. C-34.

## **1.7 Rights of Canoe Procurement Group of Canada – General**

In addition to any other express rights or any other rights which may be implied in the circumstances, CANOE reserves the right to (in its sole discretion):

1. make public the names of any or all Proponents;
2. request written clarification or the submission of supplementary written information from any Proponent and to incorporate such clarification or supplementary written information into the Proponent's Proposal;
3. waive formalities and accept Proposals that substantially comply with the requirements of this Solicitation;
4. contact or not contact any or all references provided by the Proponent;
5. verify with any Proponent or with a third party any information, or check references other than those provided by Proponents, as set out in a Proposal;
6. disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information, or any Proponent whose reasonable failure to cooperate with CANOE impedes the evaluation process, or whose Proposal is determined to be non-compliant with the requirements of the Solicitation;
7. disqualify any Proponent that has a Conflict of Interest or Unfair Advantage, or where reasonable evidence of any Unfair Advantage or Conflict of Interest is brought to the attention of CANOE, and CANOE determines that no reasonable mitigation is possible, or that the Proponent has not taken sufficient steps to promptly address such matters to the satisfaction of CANOE;
8. disqualify any Proponent that is bankrupt or insolvent, or where bankruptcy or insolvency are a reasonable prospect;
9. disqualify any Proponent that has engaged in significant or persistent deficiencies in performance of any substantive requirement or obligation under a prior contract or contracts;
10. disqualify any Proponent if the Proponent, or any officers, directors or other key personnel of the Proponent:
  - a. are subject to final judgments in respect of serious crimes or other serious offences; or
  - b. have engaged in professional misconduct or acts or omissions that adversely reflect on the commercial integrity of the Proponent – including where there is any evidence that the Proponent or any of its employees or agents colluded with any other Proponent, its employees or agents in the preparation of its Proposal, or have made false declarations to CANOE;
11. disqualify any Proponent if the Proponent has failed to pay taxes;
12. make changes, including substantial changes, to this Solicitation provided that those changes are issued by way of addenda in the manner set out in this Solicitation;
13. accept or reject a Proposal if only one Proposal is submitted;
14. accept any Proposal in whole or in part;
15. reject a subcontractor proposed by a Proponent within a consortium;
16. reject a Proposal:
  - a. if CANOE or RMA has initiated a dispute, claim or litigation with that Proponent;
  - b. if that Proponent has initiated or is involved in a dispute, claim or litigation against CANOE or RMA that CANOE or RMA considers to be frivolous, vexatious, without merit and/or unreasonable;
  - c. if the Proponent has failed to satisfy an outstanding debt to CANOE or RMA;
  - d. if the Proponent has a history of illegitimate, frivolous, unreasonable or invalid claims;
  - e. if the Proponent provides incomplete, unrepresentative or unsatisfactory references; or
  - f. if CANOE determines that it would not be in the public interest to accept the Proposal;
  - g. select a Proponent other than the Proponent whose Proposal reflects the lowest cost to CANOE; or
  - h. cancel this Solicitation process at any stage (without providing reasons), and thereafter issue a new request for proposals, request for qualifications, engage in limited tendering, or take no further action in respect of the matters contemplated by this Solicitation.

By submitting a Proposal, the proponent authorizes the collection by CANOE of the information identified in this Solicitation which CANOE may request from any third party.

### **1.7.1 No Prohibited Conduct**

The proponent declares that it has not engaged in any conduct prohibited by this Solicitation.

### **1.7.2 Disclosure of Information**

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by Canoe to the advisers retained by Canoe to advise or assist with the Solicitation process, including with respect to the evaluation of this proposal.

## **1.8 Governing Law and Interpretation**

These Terms and Conditions of the Solicitation Process (PART D):

- 1. are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- 2. are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- 3. are to be governed by and construed in accordance with the laws of the province of Alberta and the federal laws of Canada applicable therein.

End of PART D



I have the authority to bind the Proponent.

- Kendra Pare, Co-Owner, AVO Vehicle Outfitting Inc.

Conflict of Interest

The proponent must declare all potential Conflicts of Interest or unfair advantages as described in this Solicitation. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; AND (b) were employees of Canoe within twelve (12) months prior to the Submission Deadline.

By Selecting "NO" in the box below, the Proponent declares that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the Solicitation.

☒ Yes ☐ No

The Proponent is deemed to have read and taken into account all addenda issued by Canoe.

Please check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum 01 Thu November 14 2024 11:37 AM	<input checked="" type="checkbox"/>	3



# Warranty

AVO Vehicle Outfitting Inc. offers a lifetime warranty on labour, as long as you own your vehicle we at AVO are proud to stand behind our workmanship.

All products are covered by the manufacturer's warranty. Defective product(s) will be replaced free of charge pending approval by the manufacturer. If a replacement part is needed right away and we have it in stock the customer will be billed for the replacement part. When the warranty part is returned and approved by the manufacturer, a credit will be issued. Freight and labour are not covered by AVO Vehicle Outfitting Inc or by the manufacturer.

The following are manufacturers warranties but due to the quantity of manufactures referenced in this RFP additional can will be provided at your request.

Sincerely,

AVO Warranty Department



Westcan Manufacturing Ltd. offers a limited warranty on all items manufactured to be free from defects and workmanship for a period of 3 years. This can not be transferred to another vehicle. All warranty claims require the original invoice to the end user from their approved Westcan Dealer. All installations performed by unauthorized installers or end users will only be available for one year of warranty.

Failure to comply with the installation procedures provided by Westcan will result in a loss of warranty.

Westcan Manufacturing Ltd. offers a limited warranty on supplement products categorized as but not limited to handles, latches, and closure assemblies, locks, hinges, drawer and door guides, cables, fasteners, and shocks. These products are warranted for 1 year from the date of purchase. This warranty provided is for the replacement of the failed product only and does not include the labor required to execute a replacement or repair of any defective product. Aluminum has a gradual dulling in appearance of the surface of the finished product. This is a natural occurring process found in both anodized and mill finish aluminum products and is not covered by warranty.

Any product that fails at any time as the direct result of a vehicle accident, willful, misuse, vandalism or product that has been altered from its intended use by any party is not covered by warranty.

All warranty claims require a copy of the original invoice.

**Dee Zee, Inc.** guarantees the original purchaser a limited lifetime warranty against manufacturer defects in materials, workmanship, and design under normal use, excluding damage resulting from road hazards such as gravel or other debris, product misuse, improper installation, impairments from accidents, product modifications, improper repairs, spills, vandalism, product neglect, or acts of God.

This warranty applies only to the original purchaser of new product(s) and is limited to the replacement of genuine Dee Zee products. Modification of any kind to Dee Zee products voids all warranty coverage. Warranty does not include electrical components, installation, cost of removal, labor, transportation costs, loss of use, inconvenience, or consequential damages.

#### WARRANTY COVERAGE - MATERIALS & WORKMANSHIP

##### LIMITED LIFETIME WARRANTY:

- STAINLESS STEEL: Side Steps, Grill Guards, Bull Bars, Bed Caps, and Side Rails
- ALUMINUM: Side Steps, Running Boards, Storage Boxes, Transfer Tanks, Bed Protection, Invis-A-Racks, Cab Racks, and Side Rails
- PLASTIC: Storage Boxes
- OTHER: Front and Rear Bumpers

##### THREE-YEAR WARRANTY:

- POWDER-COATED / E-COATED STEEL: Side Steps, Running Boards, Storage Boxes, Transfer Tanks, Cab Racks, Ladder Racks, Sport Bar, Cargo Carriers, Mounting Brackets (NX, Rough Step, and Bumper Guards only)
- OTHER: Tailgate Assist, Bed Mats, Floor Mats, Auxiliary Fuel Connection Kits, and All Products Not Otherwise Listed Individually

#### WARRANTY COVERAGE – COMPONENT PARTS

Operational items such as shocks, latches, hinges, and wear items including, but not limited to, mud flaps, step pads, end caps, hardware, seals, etc. have a one-year (1) warranty. Replacement component parts can be ordered via credit card (MasterCard or VISA) by calling 1-800-779-2102. All replacement parts are non-returnable and non-refundable.

#### WARRANTY COVERAGE – FINISH PROTECTION

The finish of all Dee Zee products is covered for one-year (1) from the date of purchase. Dee Zee products have a high quality finish that must be cared for and maintained like any other exposed finish on the vehicle. Protect the finish with non-abrasive automotive wax (e.g. Pure Carnauba) on a regular basis. Applying soaps, polishes, or waxes that contain an abrasive compound may scratch the finish and leave the exposed material susceptible to corrosion.

#### WARRANTY COVERAGE – COMPONENT PARTS

Operational items such as shocks, latches, hinges, and wear items including, but not limited to, mud flaps, step pads, end caps, hardware, tool box trays, seals, etc. have a one-year (1) warranty. Replacement component parts can be ordered via credit card (MasterCard or VISA) by calling 1-800-779-2102. All replacement parts are non-returnable and non-refundable.

#### GPI TRANSFER TANK PUMPS & ACCESSORIES

All Great Plains Industries (GPI) products, including transfer tank pumps and fuel meters are covered by GPI's warranty policies. Dee Zee's warranty terms do not apply to GPI products. To submit a warranty claim, please contact GPI at 1-800-835-0113 or visit [www.gpi.net](http://www.gpi.net).

#### WARRANTY SUBMISSION PROCEDURE

All warranty claims will be initiated at the place of purchase. The original purchaser will be required to present the original sales receipt with purchase date shown and provide photographs of the defect.

In the event the originally purchased product style is no longer available, Dee Zee will warranty the defective part with a current equivalent. If a comparable product is no longer available, the product would be returned to the store of purchase for a refund or the applicable cost difference can be paid to choose an alternate style.

#### DISCLAIMER

All products are sold as appearance accessories and should not be relied upon as protection for the vehicle or its occupants in the event of an accident. Vehicles equipped with a supplemental restraints system (air bags) deployed by impact and collision avoidance systems should not be modified in any way. Always consult the vehicle manufacturer if you have any questions regarding supplemental restraint systems and sensors.



## WARRANTY

GARANTÍA | GARANTIE

**Code 3's Five-Year No-Hassle Warranty** covers our wide range of emergency systems. Exceptions apply to a limited amount of products:

La garantía sin complicaciones de 5 años de Code 3 que cubre toda nuestra gama de sistemas de emergencia. Las excepciones se aplican a una cantidad limitada de productos:  
La garantie sans souci de 5 ans de Code 3 qui couvre l'ensemble de notre gamme des systèmes d'urgence. Des exceptions peuvent s'appliquer à un nombre réduit de produits :

- **Replacement parts and accessories (1 year)**

Repuestos y accesorios (1 año) | Pièces de rechange et accessoires (1 an)

- **Camera systems (1 year)**

Sistemas de cámaras (1 año) | Systèmes de caméras (1 an)

- **Light duty and driver-based alarms (2 years)**

Alarmas de servicio ligero y basadas en el controlador (2 años) | Alarmes légères et pour le conducteur (2 ans)

- **Halogen, strobe beacons and minibars (1 year)**

Balizas y minibarras halógenas y estroboscópicas (1 año) | Halogènes, gyrophares et minibarres (1 an)

- **Non-permanent mount products such as CW2461 (1 year)**

Productos de instalación no permanente como CW2461 (1 año) | Produit de montage temporaire comme la référence CW2461 (1 an)

**5 YEAR**  
**NO-HASSLE**  
**WARRANTY**

Visit [www.code3esg.com](http://www.code3esg.com) for additional product details.

Visite [www.code3esg.com](http://www.code3esg.com) para obtener más detalles del producto. | Visitez le site [www.code3esg.com](http://www.code3esg.com) pour plus de détails sur les produits.



**BrightSource** and Strands branded products have a Limited Product Warranty. Lighthouse Projects, Ltd. warrants it's BrightSource and Strands branded products to be free from defects in workmanship and materials.

## **PRODUCTS PURCHASED FROM AN AUTHORIZED DEALER**

If one of our products is suspected of being defective, it must be submitted freight prepaid to the place of purchase for warranty inspection. **The receipt or other proof of purchase and a description of the problem must be included.** The returned product will be inspected. If the product is found to be defective and covered by this Limited Warranty, the sole remedy is repair or replacement at Lighthouse Projects, Ltd.'s option. A repaired or replacement product will be shipped back at no charge and will be warranted to be free from defects in workmanship and materials under normal use for as long as the original purchaser owns it. Removal, installation, or reinstallation costs are not covered by this Limited Warranty.

If you do not have your receipt, and your issue has otherwise been deemed under warranty, please contact Lighthouse Projects, Ltd. directly. We may offer to replace your product for a discounted replacement price.

## **PRODUCTS PURCHASED FROM LIGHTHOUSE PROJECTS, LTD.**

Products suspected of defects may be returned, with prior approval; please contact us for a Return Reference Number. This reference number must appear on all boxes and shipping documents. The product suspected of defects shall be returned freight prepaid to Lighthouse Projects, Ltd. If the product is found to be defective, the product will be repaired or replaced by Lighthouse Projects, Ltd. at the discretion of Lighthouse Projects, Ltd. If a credit is issued; it will be at the original purchase price and using the original payment method. Removal, installation, or reinstallation costs are not covered by this Limited Warranty. Any shipment sent without a Return Reference Number will be refused.

## **EXCLUSIONS**

The Limited Warranty specifically excludes defects resulting from misuse, abuse, neglect, alteration, modification, improper installation, unauthorized repairs, submersion, theft, vehicle crash or any other type of impact. Except for the Limited Warranty stated above, there are no warranties of BrightSource, and Strands branded products or any part thereof, whether expressed or implied.

## **EXCLUSION OF DAMAGES**

In no event shall Lighthouse Projects, Ltd. be liable for any damages whatsoever (including, without limitation, consequential damages, incidental damages, or damages for loss of use, loss of business profits, business interruption, loss of business information, loss of time, inconvenience, or other losses) arising out of the use, misuse, or inability to use a BrightSource or Strands branded product. Lighthouse Projects, Ltd. reserves the right to change the design of its products without any obligation to modify any previous product. BrightSource and Strands products may be improved or altered without notice.

## **PRODUCT FAMILY**

HID Bulbs and Kits  
DUO LED Bulbs and Kits  
7 and 9 Series LED Bulbs and Kits  
Cube Lights, SAE/DOT/E-Marked Light Bars,  
Titanium Series Lights  
ECO2 Series Light Bars, and all other Work Lights  
Rechargeable Lights and Power Banks (Red and  
Tech Series)  
Safety Lights  
Strands Siberia Series

## **FUNCTION WARRANTY**

2 Year Limited  
1 Year Limited  
3 Year Limited  
5 Year Limited  
  
3 Year Limited  
1 Year Limited  
  
3 Year Limited  
3 Year Limited

## **PRODUCT AND PACKAGING RECYCLING**

Please recycle your BrightSource products or devices.

Dispose at an authorized recycling centre - Please remember to recycle the product packaging.



Masterack commercial van and pick up equipment is warranted to be free from defects in material and workmanship, under normal use and service, for a period of one (1) year from date of purchase. Factory installations, and products installed in new vehicles by an authorized Masterack® installer are warranted for three (3) years or 36,000 miles (60,000KM), whichever comes first.

This warranty covers only repairs, or at Masterack's discretion, replacement to correct any defects related to materials and workmanship.

This warranty does not apply to:

Additions, alterations, or installations made by persons including dealers, other than Masterack® and its authorized distributors, made in accordance with Masterack® specifications and / or instructions, nor to defects arising out of attribute to such additions, alterations or installations.

Defects attributable to abuse or misuse of the product, misapplication, negligent accident, modification or tampering.

Damage resulting from failure to promptly notify and comply with the instructions of the dealer or manufacturer about defects when noted.

Any incidental or consequential damages connected with a defect, either while under warranty or afterward, including the cost of a rental truck and/or loss of revenue.

THIS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO A MASTERACK PRODUCT PURCHASE. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. MASTERACK® AND ITS SUBSIDIARIES SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF ANY BREACH OF THIS WARRANTY, NOR SHALL THE DAMAGES EXCEED THE RETURN AMOUNT OF THE PURCHASE PRICE PAID BY THE ORIGINAL PURCHASER.

Warranty claims must be submitted to either your sales representative or a customer service representative at 800-222-8785. The vehicle must be delivered to the original Masterack® authorized installer of the product or, if not practical, to a Masterack® authorized dealer for inspection and any warranty service. Any warranty service to be performed by a source other than a Masterack® location or an approved Masterack® distributor must be authorized in advance of the repairs by the Masterack® Warranty Administrator and a purchase order issued by Masterack® in advance for the authorized repairs.



## Coated Scratch-Resistant Polycarbonate

Coated Scratch Resistant Polycarbonate, LEXAN™, etc. is the standard in Setina “BodyGuard” partitions and is HIGHLY RECOMMENDED to our customers. The scratch-resistant coating prolongs the life and clarity of the polycarbonate and is backed by a 7-year limited warranty against yellowing, abrasion, breakage, and coating failure. Our Coated Polycarbonate is Completely Transparent, allowing for Maximum Driver Visibility.



# 3000 Watt Pure Sine Wave Inverter

NTX-3000-12

The NTX-3000-12 features a 30 Amp NEMA L5-30R locking AC outlet with mating plug and built-in GFCI protection for full power utilization. The NTX Series Pure Sine Wave power inverters are FCC certified to ensure electrical interference will not be a problem when operating near sensitive equipment. This new series is also ETL certified to meet strict UL and CSA safety standards for operation in the USA and Canada. Compact and lightweight, the NTX inverters have a single variable speed temperature and load-controlled fan for quiet operation.

LCD Remote Control [NTX-RC](#) included with all models

**2 Year Limited Warranty**



#### Limited Warranty

(Effective 01/01/16)

ALL WARRANTY CLAIMS MUST BE PRE-APPROVED BY FIAMMA, INC. OR THEY WILL BE DENIED.

Fiamma, Inc. warrants to the first retail purchaser that the product is free of defects in material and workmanship within the terms and conditions set forth below.

THIS WARRANTY IS NOT TRANSFERABLE

FIAMMA AWNINGS ARE DESIGNED TO PROTECT YOU FROM THE SUN, NOT RAIN OR SNOW STORMS, WIND, ETC.

#### 1. RESPONSIBILITY OF THE COMPANY UNDER THIS WARRANTY:

Fiamma, Inc.'s responsibility under this warranty is limited to the repair or replacement, at Fiamma, Inc.'s option, of covered components with replacement components.

#### 2. DURATION:

One (1) year limited warranty on parts, labor and standard freight on all components from the original date of purchase.

A. Duration of coverage is determined by the date of the original product purchase, not the date of any repairs made.

B. Some original equipment manufacturers (OEM's) may offer warranties beyond the duration of this warranty. For claims after one year from the date of the original product purchase, refer to the OEM for warranty coverage.

#### 3. WHAT IS COVERED UNDER THIS WARRANTY?

Defects in the manufacture's material and workmanship of product under normal use and which occurs within the duration of the warranty period.

A. Fabric – Free from quality defects (excluding normal wear and fading)

B. Extrusions, hardware and springs – Free from defects

C. Motor assemblies and electronics – Free from defects

D. Labor - To replace or repair a covered defective component.

1. Labor payment is based on Fiamma, Inc.'s flat fee.

2. Fiamma, Inc. does not pay labor to access components that are located in obscure places.

E. Freight – Qualifying warranty shipments to be prepaid by Fiamma, Inc. will be shipped via UPS ground or by common carrier of Fiamma, Inc.'s choice.

1. Expedited freight is not covered under warranty. The customer is responsible for any and all expedited freight charges.

#### 4. WHAT IS NOT COVERED UNDER THIS WARRANTY?

A. Damages not reported at the time of purchase.

1. Fabric damages such as pinholes and tears.

B. Damages or failures not related to the material or workmanship of the product.

C. Any failure that results from neglect, accident, wind, rain, snow, water pooling, any weather-related incidents or other acts of God.

D. Purchaser's abuse - including but not limited to neglect, failure to operate or maintain the product in accordance with the instructions provided with the product and available on-line at [www.fiammausa.com](http://www.fiammausa.com).

1. This includes damage to the motor, motor components, awning or vehicle due to continuing to use a motorized awning by replacing the fuse if it has blown.

A. If the fuse blows, close the awning manually, secure it in the closed position and take it to a service center for diagnosis and repair.

E. Improper installation - any damage or failure that is a result of improper installation or adjustment of the product or component, including fabric damage.

F. Normal wear - including the occasional need to re-tension or adjust the product.

G. Any component not sold or manufactured by Fiamma, Inc.

H. Any failure that results from the use of another manufacturer's product with a Fiamma product that is not specifically approved in writing by Fiamma, Inc.

I. Any incidental, indirect or consequential loss, damage or expense that may result from any defect, failure or malfunction of the Fiamma product.

J. Damage while traveling due to the product not being stowed properly.

K. The removal or alteration of any product component or device will void this warranty.

1. WARNING: The motor wiring diagram must be followed exactly or the warranty will be void.

A. This includes nonuse of the motor micro switch, not wiring or removing the motor micro-switch, cutting wires to the motor micro switch or stripped wires to the motor or motor micro-switch.

B. Not installing the relay (not included) that cuts current to the motor when the ignition key is in the on position.

1. The relay avoids accidental operation of the awning when the vehicle is running.

C. Including the awning not being completely closed during travel not allowing the lead bar to contact/activate the motor micro-switch.

D. The addition of a component or device to any Fiamma electrical circuit or motor wiring not specifically approved in writing by Fiamma, Inc.

1. This includes any warning signals, lights, buzzers, alarms, etc.

E. The use of an incorrect size fuse.

F. This includes damage to the awning, motor, motor components and/or vehicle including while traveling using an improper size fuse.

1. Any expense related to delivery or pick-up of product to or from the servicing dealer including travel time, transport costs and/or service call charges.

#### 5. RESPONSIBILITY OF THE PURCHASER:

IN ORDER FOR THE WARRANTY TO BE CONSIDERED, THE PURCHASER MUST PROVIDE PROOF OF PURCHASE, SERIAL NUMBER AND THE ORIGINAL RECEIPT. FAILURE TO PROVIDE THE REQUIRED DOCUMENTATION MAY DELAY OR VOID ANY WARRANTY CLAIM.

A. Promptly notify Fiamma, Inc. or seller of any warranty claim.

B. Any warranty claims must be reported to Fiamma, Inc. within the stated warranty duration period.

C. Provide pictures of the damage if possible. Additional pictures may be requested.

D. Provide a description of what occurred that caused any damage.

E. Retain dated proof of purchase for specified product and provide it as requested.

F. At the option of Fiamma, Inc., return the product or component for inspection.

1. Before any product or component can be returned an RGA (Return Goods Authorization) number must be obtained from Fiamma, Inc.

G. Inspect the awning upon purchase and/or receipt to confirm the condition and proper operation of the product or components.

H. Perform periodic maintenance as specified in the owner's manual.

I. Use responsible care in the operation, use and storage of the product in accordance with the instructions contained in the product literature or on-line at [www.fiammausa.com](http://www.fiammausa.com).

J. If it begins to rain, snow or becomes windy, we highly recommend closing the awning.

1. During light to moderate rains install the removable center rafter (not included with all awnings), lower one support leg and raise the other for water runoff.

2. If water or snow begins to pool or accumulate on the fabric, we recommend closing the awning.

A. Warranty does not pay for damage caused by the weight of water pooling or snow accumulating on the fabric weighing it down.

K. We highly recommend closing the awning if leaving it unattended.

#### 6. WARRANTY CLAIM PROCEDURE: ALL WARRANTY CLAIMS MUST BE PRE-APPROVED BY FIAMMA, INC. OR THEY WILL BE DENIED.

Customer shall schedule a time with a service dealer. Repair or replacement will be scheduled and performed according to normal work flow at the servicing dealer depending on availability of replacement parts.

A. When a service dealer performs approved warranty repairs or replacements, the dealer is responsible for directly billing Fiamma, Inc. for warranted labor.

1. The warranty labor must be pre-approved between Fiamma, Inc. and the servicing dealer prior to any work being performed.

B. Fiamma, Inc. shall pay the respective servicing dealer for performing any approved repairs.

C. Fiamma, Inc. does not provide reimbursement for warranty claims paid for by the customer.

D. The customer shall pay only those cost not covered by an approved warranty.

7. THIS WARRANTY GIVES THE OWNER SPECIFIC LEGAL RIGHTS. THE LAWS MAY ALSO GRANT OTHER RIGHTS WHICH VARY FROM STATE TO STATE. No action to enforce this warranty shall be commenced later than 30 days expiration of the warranty period. The duration of this limited warranty also limits the duration of any implied warranty such as warranty of merchantability or fitness for a particular use or purpose. Some states do not allow such limitations so the implied warranty limitation may not apply to you. FIAMMA, INC. reserves the right to change the specifications and design of any product without notice and with no obligation to make corresponding changes to products previously manufactured.

8. Fiamma, Inc. does not authorize any person or company to alter the terms of this warranty policy.



## WARRANTY

BAK® Industries ("BAK") warrants your BAKFlip MX4 hard folding truck bed cover to be structurally free from defects in material and workmanship for 5 Year Limited Warranty period from the retail date of purchase.

BAK reserves the right to determine whether a product needs to be repaired or replaced. No labor or service allowance is given or implied. The warranty will be void if the product has been damaged by accident, unreasonable use, neglect, improper service/installation/removal, modifications, acts of God or normal wear and tear or other causes not arising out of defective materials or workmanship.

BAK assumes no liability for injury, loss, incidental or consequential damages. BAK reserves the right to substitute an entire replacement system or provide other remedies than those listed in this warranty for discontinued products or other reasons. Shipping charges will apply for any repair or replacement.

BAK is committed to providing you with our best service at all times. Please feel free to contact us at 1-818-365-9000 should you require any assistance with your BAK product.

Please fill out the form below to register your BAK Industries product.





## DECKED LIMITED LIFETIME WARRANTY

(Valid on products purchased on or after 8/1/2021)

DECKED LLC, (the "Manufacturer") warrants the original purchaser only that DECKED Truck and Van Products including the Drawer System, Tool Box, CargoGlide, and Accessories (The "DECKED" Product) will be free from defects in material and workmanship from the date of purchase and continuing for the expected lifetime of the DECKED Product. The DECKED Product must be registered by the original purchaser with DECKED, LLC via its website at, [DECKED.COM/REGISTER](https://www.decked.com/register), and a copy of the original sales receipt must be supplied to the Manufacturer at the time a warranty claim is made. This warranty terminates if the original purchaser transfers the DECKED Product to any other person or vehicle.

### What is Covered

All DECKED Products identified above on or after August 1, 2021.

### What We Will Do To Correct Problems

Subject to the limitations and exclusions described in this limited warranty, the Manufacturer will remedy defects in workmanship or materials by providing one of the following remedies at its option and without charge to the original purchaser for parts: (a) repairing the defective portion of the DECKED Product or (b) replacing the entire DECKED Product. In addition, the Manufacturer may elect at its option not to repair or replace the DECKED Product, but rather issue to the original purchaser a refund equal to the purchase price paid for the DECKED Product or a credit to be used towards the purchase of a new DECKED Product.

### What Is Not Covered

This limited warranty expressly excludes:

- Damage or defects caused by normal wear and tear, cosmetic rust, scratches, accidents, unlawful vehicle operation, installation in a non-supported vehicle or installed in a vehicle which does not match the DECKED Product's SKU-intended fitment or use, or modification of the product, or any types of repair of a DECKED Product other than those authorized or provided by the Manufacturer.
- Damage or defects resulting from conditions beyond the Manufacturer's control and specifications including, but not limited to modification, misuse, overloading, or failure to assemble, install or use the DECKED Product in accordance with the Manufacturer's written instructions or guidelines included with the DECKED Product or separately made available to the original purchaser.
- Damage to the contents of the DECKED Product or vehicle.
- TO THE EXTENT PERMITTED BY LAW, IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING ECONOMIC LOSS, WHETHER RESULTING FROM NONPERFORMANCE, USE, MISUSE, OR INABILITY TO USE THE DECKED PRODUCT OR THE MANUFACTURER'S NEGLIGENCE.

### No Other Express Warranty Applies

This Limited Lifetime Warranty is the sole and exclusive warranty for DECKED Products. No employee, agent, dealer, or other person is authorized to alter this warranty or make any other warranty on behalf of DECKED LLC.

### Notification Procedures

If the DECKED Product does not conform with the terms of this limited warranty, the original purchaser must promptly notify the Manufacturer in writing upon discovery of the nonconformity. In order to receive remedies under this limited warranty, a warranty claim must have been registered with DECKED LLC by the original purchaser, must describe the nature of the products nonconformity, include a copy of the original sales receipt, invoice, or other proof of purchase and be accompanied with photos or video. Repairs or modifications made to the DECKED Product by other than the Manufacturer or its authorized agent will nullify this limited warranty. Coverage under this limited warranty is conditioned at all times upon the owner's compliance with these required registration, notification, and repair procedures.

### Product registration may be performed at:

[DECKED.COM/REGISTER](https://www.decked.com/register)

Warranty claims must include reciprocal contact information and may be made via certified mail or email to:

DECKED Warranty and Claims

Contact info:

DECKED, LLC

PO Box 885

Ketchum, ID 83340

[warranty@decked.com](mailto:warranty@decked.com)



### LIFETIME WARRANTY

We build the toughest products on the market and we back everything we make with our Limited Lifetime Warranty.



# LIMITED LIFETIME WARRANTY

LUPERNE provides limited lifetime warranty coverage against defects in factory workmanship and materials for LUPERNE products ("Products") sold by factory authorized dealers for use by retail (end use) consumers. This Limited Warranty is provided only to the original Product consumer, and applies only to the original installation. This Limited Warranty is not transferrable and does not extend or apply to anyone else. For consumers in the U.S.: this Limited Warranty gives you specific legal rights; you also may have other rights, which vary from state to state.

This Limited Warranty is the sole and exclusive warranty provided by LUPERNE, and all other warranties and conditions are excluded and disclaimed. **UNDER THE LAW OF CERTAIN STATES, THERE MAY BE NO IMPLIED CONDITIONS OR WARRANTIES FROM LUPERNE APPLICABLE TO YOUR PRODUCT, AND ALL IMPLIED CONDITIONS OR WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE EXCLUDED AND DISCLAIMED WHERE ALLOWED BY LAW.** If implied warranties are imposed under any applicable state law, all such implied warranties are limited to the duration of the applicable provisions of this Limited Warranty. For consumers in the U.S.: some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## COVERED PRODUCTS AND LIMITATIONS

LUPERNE provides the following Limited Warranty coverage:

Product	Workmanship & Materials	Components & Parts	Finishings & Coatings
All polished stainless steel	Limited lifetime	1-year	Limited lifetime
All powder-coat over stainless steel	Limited lifetime	1-year	5-year
All powder-coat over carbon steel	Limited lifetime	1-year	3-year
All powder-coat over aluminum	Limited lifetime	1-year	5-year
All aluminum	Limited lifetime	1-year	5-year
All chrome-plated over carbon steel	Limited lifetime	1-year	1-year
Other accessories	Limited lifetime	1-year	1-year

Each of the warranty coverage periods runs from the date of purchase of the Product (proof of purchase is required) and applies only to warranted defects that first occur and are reported to LUPERNE within the applicable warranty period. LUPERNE retains the right to determine to its reasonable satisfaction whether any claimed defect is covered by this Limited Warranty.

Certain items are excluded from Limited Warranty coverage by LUPERNE, and this **Limited Warranty coverage does not apply to:**

- Wear and tear from normal use, including damage from road debris
- Improper product selection, application, installation or maintenance
- Modifications, including the attachment of other hardware or components
- Misuse, abuse, overloading, improper trailering or hauling, accident
- Corrosion or damage due to environmental conditions

## REMEDIES UNDER THIS LIMITED WARRANTY

If a defect covered by this warranty occurs, LUPERNE will repair or replace the Product, or refund the purchase price, in its sole discretion. This "repair, replacement or refund" remedy is the **sole and exclusive remedy** under this Limited Warranty. LUPERNE has **no responsibility or liability for any incidental or consequential damages**, such as loss of use of vehicles or trailers, towing charges, storage charges, labor and service charges for removing or reinstalling products, loss of or damage to personal property, or interest or finance charges, all of which are specifically **excluded and disclaimed** from this Limited Warranty. For consumers in the U.S.: some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## RESPONSIBILITY OF PURCHASER

The Purchaser must have proof of purchase to obtain service under this Limited Warranty. Contact LUPERNE for a Returned Goods Authorization (RGA) and return instructions; LUPERNE will not accept Products unless an RGA has been issued. The Purchaser must deliver the Product to LUPERNE or an authorized LUPERNE dealer along with the RGA number and proof of purchase.

The LUPERNE Limited Warranty policy in effect on the date you purchased your Product determines the applicable warranty coverage, and subsequent or prior LUPERNE warranties are not applicable to your Product. The terms of this Limited Warranty cannot be changed or modified, except by a written agreement signed by an officer of LUPERNE. LUPERNE reserves the right to improve its products through changes in design or materials without being obligated to the owners of the Products of the same or similar models.

Contact information:

### LUPERNE Headquarters

6208 Industrial Drive  
Eau Claire, WI 54701  
877.287.8634

**Schedule “B1”**

**PRICING**

### **Schedule “C”**

#### **MARKETING AND PROMOTION OF AGREEMENT**

Once the Agreement is awarded, the Supplier will meet with Canoe to discuss an effective launch strategy, and shall provide:

- Supplier’s contact information;
- Customer engagement strategy;
- Access to knowledge sharing materials (e.g., webinars);
- Escalation process;
- Marketing materials, and,
- Other relevant materials.

To support Members, Canoe and the Supplier will work together to encourage the use of the Agreement resulting from this RFP.

The Supplier will actively promote the Agreement to Members by:

- Educating and creating awareness within their dealer and distribution networks about group purchasing, Canoe Procurement Group and the use of Canoe contract by Members;
- Conducting sales and marketing activities directly to onboard Members;
- Providing excellent and responsive Members support;
- Identifying Members savings; and
- Identifying improvement opportunities (e.g., planning priorities, multi-year projects).

Canoe will promote the use of the Agreement with Members by:

- Using online communication tools to inform and educate;
- Holding information sessions and webinars, as required;
- Attending, when appropriate, Members and Supplier events;
- Facilitating Member engagement, where appropriate;
- Providing effective business relationship management;
- Managing and monitoring Supplier performance;
- Facilitating issue resolution; and
- Marketing Supplier promotions.

## Schedule "D"

## SAMPLE SALES REPORT



Supplier Name: OFFICE SUPPLY COMPANY  
 Canoe Contract Number: CAN-2024-III  
 Month: June  
 Year: 2024

CANOE SUPPLIER ADMIN FEE TEMPLATE  
 Monthly Submission of Data Required

Member Number	Member Name	Province	Branch (if applicable)	Date of Purchase	Transaction Date	Accounting Date	PO #	Invoice #	Item Description	Category (Parts / Labour / Service)	Item cost	Miscellaneous	Freight	Subtotal	PST	GST/HST	Total Invoice	Amount eligible for Admin Fee	Admin Fee Rate	Admin Fee to Canoe
AB1603	SAMPLE ONLY County of your County	AB	ED	3/5/2024	3/5/2024	3/5/2024	555662	9955623	Pens	Parts	5.32	-	-	5.32	-	0.27	5.59	5.32	5.00%	0.27
AMM5002	SAMPLE ONLY RM of your town	MB	WN	2/1/2024	2/25/2024	3/1/2024	TR33556	9955624	Trays	Parts	552.30	0.20	0.50	553.00	33.18	27.65	613.83	552.30	5.00%	27.62
SAR1222	SAMPLE ONLY Town of At Home	SK	RG	12/23/2023	1/31/2024	3/1/2024	202403jj	9955625	Whiteboard	Parts	1,555.20	-	20.30	1,575.50	110.29	78.78	1,764.56	1,555.20	5.00%	77.76
TOTALS											2,112.82	0.20	20.80	2,133.82	143.47	106.69	2,383.98	2,112.82	5.00%	105.64