

# THE CITY OF WINNIPEG

# REQUEST FOR QUALIFICATION

RFQ NO. 1051-2018

REQUEST FOR QUALIFICATION FOR THE PROVISION OF NURSERY TREES

Template Version: RFQ020180312 - Main RFQ

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#### PART B - REQUEST FOR QUALIFICATION INFORMATION

#### **B1. DEFINITIONS**

- B1.1 When used in this Request for Qualification:
  - (a) "Business Day" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
  - (b) "Calendar Day" means the period from one midnight to the following midnight;
  - (c) "City" means the City of Winnipeg as continued under The City of Winnipeg Charter, Statutes of Manitoba 2002, c. 39, and any subsequent amendments thereto;
  - (d) "CNLA" means Canadian Nursery Landscape Association;
  - (e) "Contract" means the combined documents consisting of the Request for Qualification package, Request for Proposal package and any documents and drawings referred to and incorporated therein together with any submissions required to be made by the Contractor after award, and all amendments to the foregoing;
  - (f) "Contract Administrator" means the person authorized to represent the City in respect of the Request for Qualifications unless otherwise specified hereinafter;
  - (g) "Contractor" means the person undertaking the performance of the work under the terms of the Contract;
  - (h) "may" indicates an allowable action or feature which will not be evaluated;
  - (i) "must" or "shall" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
  - "Person" means an individual, firm, partnership, association or corporation, or any combination thereof, and includes heirs, administrators, executors or legal representatives of a person;
  - (k) "Proponent" means any Person or consortium submitting a Qualification Submission in response to this Request for Qualifications;
  - "should" indicates a desirable action or feature which will be evaluated on a relative scale;
  - (m) "Site" means the lands and other places on, under, in or through which the work is to be performed:
  - (n) "Submission or Qualification Submission" means that portion of the Request for Qualification which must be completed or provided and submitted by the Submission Deadline;
  - (o) "Submission Deadline" means the time and date for final receipt of Submissions;
  - (p) "Work" or "Works" means the carrying out and the doing of all things, whether of a temporary or permanent nature, that are to be done pursuant to the Contract and, without limiting the generality of the foregoing, includes the furnishing of all Plant, Material, labour and services necessary for or incidental to the fulfilment of the requirements of the Contract, including all Changes in Work which may be ordered as herein provided.

#### **B2.** BACKGROUND

B2.1 The City of Winnipeg Urban Forestry Branch of the Public Works Department is responsible for the procurement and planting of trees in the City's public open spaces, boulevards and parks, which provide a significant contribution to the beautification and greening of the City of Winnipeg. The Work to be done under the project: RFQ 1051-2018 and the resulting "RFQ Bidders List" for the supply and delivery of nursery trees is on an as required basis ending October 31, 2022.

#### B3. PURPOSE OF THE REQUEST FOR QUALIFICATIONS DOCUMENT

- B3.1 The purpose of this Request for Qualifications (RFQ) is to identify experienced and capable Proponents to supply and deliver quality tree nursery stock for the City of Winnipeg's Urban Reforestation Program.
- B3.2 There is an opportunity to improve the service level from experienced tree nurseries, to supply and deliver quality tree nursery stock to be planted throughout the City of Winnipeg on an as required basis until October 31, 2022.
- B3.3 The City invites qualified individuals to submit a Qualification Submission in response to this RFO.
- B3.4 After receiving the Submissions to this RFQ, the City will review all Submissions received and place qualified Proponents on our Pre-Qualified Bidders List. Only those Proponents on the Pre-qualified Bidders List will be invited to submit Quotes in response to future requests for the Provision of Nursery Trees.

#### B4. SCOPE OF WORK

- B4.1 The Work to be done under the proposed contract shall consist of the provision of nursery trees.
- B4.2 The major components of the Work are as follows:
  - (a) The City invites qualified individuals to submit a Qualification Submission in response to this RFQ.
  - (b) After receiving the Submissions to this RFQ, the City will review all Submissions received. Only those Proponents moving forward to the Pre-qualified Bidders List will be invited to submit quotes in response to future requests for the Provision of Nursery Trees.
  - (c) Prices will be requested and evaluated, as part of the Quote Form (Appendix A) for future Provision of Nursery Trees as requested by the City.

#### **B5. GENERAL CONDITIONS**

- B5.1 The General Conditions for the Supply and Delivery of Goods (Revision 2008 05 26) are applicable to the Work of the Contract.
- B5.1.1 The General Conditions for the Supply and Delivery of Goods are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <a href="http://www.winnipeg.ca/matmgt/gen\_cond.stm">http://www.winnipeg.ca/matmgt/gen\_cond.stm</a>

#### **B6. PROCUREMENT PROCESS**

- B6.1 The first stage of the procurement process is the issuance of this RFQ. The City intends to invite the pre-qualified Proponents to submit Quotes in response to future requests for the Provision of Nursery Trees.
- B6.2 Proponents will be placed on a Pre-qualified Bidders list and invited to respond to Quotes for the Provision of Nursery Trees. The City will evaluate the detailed quotes received from the Proponents and select the preferred Proponents for the purposes of concluding the Provision of Nursery Trees.

#### B7. DISCLOSURE

B7.1 Various Persons provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure. Where applicable, additional material available as a result of contact with these Persons is listed below.

#### B7.2 The Persons are:

(a) N/A

#### B8. CONFLICT OF INTEREST AND GOOD FAITH

- B8.1 Bidders, by responding to this RFQ, declare that no Conflict of Interest currently exists, or is reasonably expected to exist in the future.
- B8.2 Conflict of Interest means any situation or circumstance where a Bidder or employee of the Bidder proposed for the Work has:
  - (a) other commitments;
  - (b) relationships;
  - (c) financial interests; or
  - (d) involvement in ongoing litigation;

that could or would be seen to:

- exercise an improper influence over the objective, unbiased and impartial exercise of the independent judgment of the City with respect to the evaluation of Bids or award of the Contract; or
- (ii) compromise, impair or be incompatible with the effective performance of a Bidder's obligations under the Contract;
- (e) has contractual or other obligations to the City that could or would be seen to have been compromised or impaired as a result of its participation in the RFQ process or the Work; or
- (f) has knowledge of confidential information (other than confidential information disclosed by the City in the normal course of the RFQ process) of strategic and/or material relevance to the RFQ process or to the Work that is not available to other bidders and that could or would be seen to give that Bidder an unfair competitive advantage.
- B8.3 In connection with its Bid, each entity identified in B8.2 shall:
  - (a) avoid any perceived, potential or actual Conflict of Interest in relation to the procurement process and the Work;
  - (b) upon discovering any perceived, potential or actual Conflict of Interest at any time during the RFQ process, promptly disclose a detailed description of the Conflict of Interest to the City in a written statement to the Contract Administrator; and
  - (c) provide the City with the proposed means to avoid or mitigate, to the greatest extent practicable, any perceived, potential or actual Conflict of Interest and shall submit any additional information to the City that the City considers necessary to properly assess the perceived, potential or actual Conflict of Interest.
- B8.4 Without limiting B8.3, the City may, in its sole discretion, waive any and all perceived, potential or actual Conflicts of Interest. The City's waiver may be based upon such terms and conditions as the City, in its sole discretion, requires to satisfy itself that the Conflict of Interest has been appropriately avoided or mitigated, including requiring the Bidder to put into place such policies, procedures, measures and other safeguards as may be required by and be acceptable to the City, in its sole discretion, to avoid or mitigate the impact of such Conflict of Interest.
- B8.5 Without limiting B8.3, and in addition to all contractual or other rights or rights at law or in equity or legislation that may be available to the City, the City may, in its sole discretion:
  - (a) disqualify a Bidder that fails to disclose a perceived, potential or actual Conflict of Interest of the Bidder or any of its employees proposed for the Work;
  - (b) require the removal or replacement of any employees proposed for the Work that has a perceived, actual or potential Conflict of Interest that the City, in its sole discretion, determines cannot be avoided or mitigated;

- (c) disqualify a Bidder or employees proposed for the Work that fails to comply with any requirements prescribed by the City pursuant to B8.4 to avoid or mitigate a Conflict of Interest: and
- (d) disqualify a Bidder if the Bidder, or one of its employees proposed for the Work, has a perceived, potential or actual Conflict of Interest that, in the City's sole discretion, cannot be avoided or mitigated, or otherwise resolved.
- B8.6 The final determination of whether a perceived, potential or actual Conflict of Interest exists shall be made by the City, in its sole discretion.

#### B9. ENQUIRIES

- B9.1 All enquiries shall be directed to the Contract Administrator identified in B10.
- B9.2 Any Proponent who has questions as to the meaning or intent of any part of this document or who believes this document contains any error, inconsistency or omission should make an enquiry prior to the Submission Deadline requesting clarification, interpretation or explanation in writing to the Contract Administrator.
- B9.3 If the Proponent finds errors, discrepancies or omissions in the document, or is unsure of the meaning or intent of any provision therein, the Proponent shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.
- B9.4 If the Proponent is unsure of the meaning or intent of any provision therein, the Proponent should request clarification as to the meaning or intent prior to the Submission Deadline.
- B9.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the RFQ will be provided by the Contract Administrator to all Proponents by issuing an addendum.
- B9.6 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the RFQ will be provided by the Contract Administrator only to the Proponent who made the enquiry.
- B9.7 The Proponent shall not be entitled to rely on any response or interpretation received pursuant to B7 unless that response or interpretation is provided by the Contract Administrator in writing.

#### B10. CONTRACT ADMINISTRATOR

B10.1 The Contract Administrator is:

Christopher Lepa Forestry Technician 2 – Urban Forestry Branch

Telephone No. 204- 986-2006 Email Address: CLepa@winnipeg.ca

#### B11. ADDENDA

- B11.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the RFQ, or clarifying the meaning or intent of any provision therein.
- B11.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.
  - (a) The Addenda will be available on the Bid Opportunities page at the Materials Management Division's website at http://www.winnipeg.ca/matmgt/bidopp.asp

- B11.3 The Proponent is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division's website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B11.4 The Proponent should acknowledge receipt of each addendum on Form A: Request for Qualification Application.

#### B12. CONFIDENTIALITY AND PRIVACY

- B12.1 Information provided to a Proponent by the City or acquired by a Proponent by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the City. The Proponent shall not make any statement of fact or opinion regarding any aspect of the RFQ and any subsequent proposal to the media or any member of the public without the prior written authorization of the City.
- B12.2 The protection of personal information and privacy will be fundamental aspects of the Project. Proponents shall comply with all applicable privacy legislation, including but not limited to the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA"). In addition, Proponents are advised that the City is subject to The Freedom of Information and Protection of Privacy Act (Manitoba) ("FIPPA") and that the Contractor will be expected to comply with the obligations imposed upon the City pursuant to FIPPA.
- B12.3 The Proponent is advised that any information contained in any Submission may be released if required by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law or by City policy or procedures (which may include access by members of City Council).
- B12.4 All Qualification Submissions submitted to the City will be kept in confidence with the City for the sole purposes of evaluating and developing the best possible strategic option for the City. Qualification Submissions will become the property of the City. The City will have the right to make copies of all Submissions for its internal review process and to provide such copies to its staff and/or external advisors and representatives.
- B12.5 The City reserves the right to post the names of the shortlisted Proponents on its website, or otherwise make this information public at the end of the RFQ selection process.
- B12.6 All information will become and remain the property of the City; none will be returned. If the application contains any proprietary or trade secret information, said information must be indicated as such.

#### B13. NON-DISCLOSURE

- B13.1 Proponents must not disclose any details pertaining to their RFQ and the selection process in whole or in part to anyone not specifically involved in their Submission, without the prior written approval of the City. Proponents shall not issue a news release or other public announcement pertaining to details of their Qualification Submission or the selection process without the prior written approval of the City.
- B13.2 Proponents are advised that an attempt on the part of any Proponent or any of its employees, agents, contractors or representatives to contact any members of City Council or their staff or any member of City Administration other than the Contract Administrator with respect to this RFQ solicitation, may lead to disqualification.

#### **B14.** NO COLLUSION

B14.1 Upon making a Submission to this RFQ, each Proponent shall declare that they have not participated in any collusive scheme or combine.

B14.2 Proponents must ensure that their participation in this RFQ is conducted without collusion or fraud on their part or any of their team. Proponents and their team members shall not engage in discussions or other communications with any other Proponents or their team members regarding the preparation or submission of their responses to this RFQ. Breach of this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, from the RFP process.

#### **B15.** NO LOBBYING

B15.1 Any form of political or other lobbying whatsoever in relation to the Project or with a view to influencing the outcome of this RFQ process is strictly prohibited. Failure to comply with this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, disqualification from the RFP process.

#### **B16.** ELIGIBILITY

B16.1 No Persons involved with the City, or acting as a consultant or sub-consultant to the City with respect to this Project, are eligible to submit a Qualification Submission for this RFQ or participate in any manner whatsoever as a participant or advisor to any Proponent participating in this RFQ or subsequent RFP.

#### SUBMISSION INSTRUCTIONS

#### **B17. SUBMISSION DEADLINE**

- B17.1 The Submission Deadline is 4:00 p.m. Winnipeg time, December 3, 2018.
- B17.2 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B17.1.
- B17.3 Qualification Submissions will not be opened publicly.
- B17.4 Qualification Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned unopened.
- B17.5 The Qualification Submission should be submitted enclosed and sealed in an envelope clearly marked with the RFQ number and the Proponent's name and address.
- B17.6 Qualification Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B17.7 Qualification Submissions shall be submitted to:

The City of Winnipeg Corporate Finance Department Materials Management Division 185 King Street, Main Floor Winnipeg MB R3B 1J1

#### **B18. QUALIFICATION SUBMISSION**

- B18.1 The Qualification Submission should consist of the following components:
  - (a) Form A: Request for Qualification Application (Section A);
  - (b) Experience of Proponent (Section B).

- B18.2 All requirements of the RFQ should be fully completed or provided, and submitted by the Proponent no later than the Submission Deadline, with all required entries made clearly and completely.
- B18.3 Proponents are advised that inclusion of terms and conditions inconsistent with the RFQ document will be evaluated in accordance with B23.1(a).
- B18.4 All Submissions received in response to this RFQ will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.
- B18.5 Submissions and the information they contain will be the property of the City upon receipt. No Submissions will be returned.

#### **Format**

- B18.6 Proponents should submit one (1) unbound original (marked "original") and three (3) copies.
- B18.7 The City reserves the right to make additional copies of all Submissions for its internal review process and to provide such copies to its evaluation team.

#### B19. FORM A: REQUEST FOR QUALIFICATION APPLICATION

- B19.1 Further to B18.1(a), the Proponent shall complete Form A: Request for Qualifications Application, making all required entries.
- B19.2 Paragraph 2 of Form A: Request for Qualifications Application shall be completed in accordance with the following requirements:
  - if the Proponent is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
  - (b) if the Proponent is a partnership, the full name of the partnership shall be inserted;
  - (c) if the Proponent is a corporation, the full name of the corporation shall be inserted;
  - (d) if the Proponent is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B19.2.1 If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B19.2.
- B19.3 In Paragraph 3 of Form A: Request for Qualifications Application, the Proponent shall identify a contact person who is authorized to represent the Proponent for purposes of this RFQ.
- B19.4 Paragraph 7 of Form A: Request for Qualification Application should be signed in accordance with the following requirements:
  - (a) if the Proponent is sole proprietor carrying of business in his/her own name, it shall be signed by the Proponent;
  - (b) if the Proponent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
  - (c) if the Proponent is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
  - (d) if the Proponent is carrying on business under a name other than his/her own, it shall be signed by the registered owner of the business name or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B19.5 The name and official capacity of all individuals signing Form A: Request for Qualification Application should be printed below such signatures.
- B19.6 All signatures should be original.

B19.7 If a Submission is submitted jointly by two or more persons, the word "Proponent" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Proponents in the Submission, shall be both jointly and several.

#### **B20.** EXPERIENCE OF PROPONENT SECTION B

- B20.1 Further to B18.1(b), the Proponent should submit information in sufficient detail for the City to evaluate the qualifications of the Proponent(s) by providing:
  - (a) their organization, management and plan;
  - (b) proof that they are responsible and not suspended, debarred or in default of any obligation to the City;
  - (c) financial proof they are capable of carrying out the terms of the Contract.;
  - (d) a written workplace safety and health program in accordance with The Workplace Safety and Health Act:
  - documentation of five (5) years tree nursery operation experience, capital, organization, tree nursery facilities, staff and equipment to produce and deliver CNLA standard tree nursery stock in a contract of similar scope, nature and value of work;
  - (f) applicants overview highlighting their company's knowledge and experience in tree nursery operations specific to the production of CNLA standard tree nursery stock;
  - (g) evidence of the ability to deliver multiple orders of tree stock within a specific time frame;
  - (h) the number of contracts similar in size, scope and complexity;
  - (i) the details of the scope and value of each contract;
  - (j) the names of clients;
  - (k) one (1) or more references for recent contracts of similar scope, nature and value of work. Each reference should be sufficient to clearly demonstrate the Proponent's production capacity and expertise and shall consist of a client's company name, contact name, email address, phone number and a brief client description.
  - (I) what makes your operation unique and superior to the competition for the above B20.1(a) to B20.1(k).

#### **B21. NON-CONFORMING SUBMISSIONS**

- B21.1 Notwithstanding B18.1, with the exception of B17.4, if a Proponent's Submission is not strictly in accordance with any provision of this RFQ, the City may, at its option:
  - (a) waive the non-conformance if, in the City's opinion, the non-conformance is immaterial; or
  - (b) reject the Submission as non-responsive if, in the City's opinion, the non-conformance is material.
- B21.1.1 If the non-conformance is an omission, the City may, at its discretion, give the Proponent up to five (5) Business Days to supply the omitted material.
- B21.2 If the requested information is not submitted by the time specified in B21.1.1, the Submission will be determined to be non-responsive.

#### B22. PROPONENT'S COSTS AND EXPENSES

- B22.1 Proponents are solely responsible for their own costs and expenses in preparing and submitting a Qualification Submission and participating in the RFQ, including the provision of any additional information or attendance at meetings.
- B22.2 If a Proponent is successful and becomes part of the City's Pre-qualified Bidders List, all costs and expenses incurred to prepare and submit responses to the City's future requests will be borne by the Pre-qualified Proponent.

#### **EVALUATION**

#### B23. EVALUATION CRITERIA EVALUATION OF QUALIFICATION

- B23.1 Proponents will have their Submissions evaluated in accordance with the criteria indicated below:
  - (a) Completeness of responses to stated requirements

pass/fail

(b) Experience of Proponent as identified in B20

pass/fail

- B23.2 Further to B23.1(a) and B21, the City may reject a Submission as being non-responsive if the Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The City may reject all or any part of any Submission, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B23.3 Further to B23.1(b) and B21 the Applicant shall be evaluated considering the information submitted in response to tree nursery operation experience of 5 years, horticultural knowledge and commercial business knowledge, have the required vehicles and equipment to provide deliveries to the City and have proven ability to supply and deliver a wide selection of CNLA standard tree stock to the City.
- B23.4 Further to B23.1(b) and B21 Experience of the Proponent shall be evaluated considering information submitted in reference to B20
- B23.4.1 Reference checks are to facilitate the confirmation of information provided by the Proponent and may not be restricted to only those submitted by the Proponent, and may include organizations representing Persons, known to have done business with the Proponent.
- B23.5 The City has full power to conduct an independent verification of information in any Submission received and generally pertaining to the qualifications and experience of the Applicant and any proposed members of its team.
- B23.6 The City may, in its sole discretion, interview any or all Applicants during the evaluation process, to provide clarification or additional information in relation to its Submission.

#### **B24.** NO CONTRACT

- B24.1 By submitting a Qualification Submission and participating in the process as outlined in this document, Proponents expressly agree that no contract of any kind is formed under, or arises from this RFQ, and that no legal obligations will arise.
- B24.2 Although it is the intention of the City to establish a shortlist of Proponents to participate in the RFP stage of the procurement process, the City reserves the right and the full power to give notice in writing of any change to its Contract Administrator, amend any dates, schedules, limits and Scope of Work and any contract awarded, or to reject any and all Submissions, to launch a new or amended procurement process, or to decide that it will not issue the RFP, without incurring any liability in respect of costs or damages incurred by any Proponent or any member of a private sector team.
- B24.3 Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this RFQ, the procurement process or the Project at any time.
- B24.4 If the City proceeds to request a more detailed proposal, only to Proponents determined to be qualified under the RFQ process, the City will have no obligation to award a Contract where:
  - (a) only one Submission is received; or
  - (b) in the judgment of the City, the interests of the City would best be served by not entering into a Contract.

- B24.5 The City reserves the right to disqualify any Proponent whose Submission, in the opinion of the City, contains false or misleading information.
- B24.6 Following the conclusion of the RFQ process, Proponents will be provided with information related to the evaluation of their Submission upon written request to the Contract Administrator.

# APPENDIX A - QUOTE FORM

# SUPPLY OF CNLA STANDARD NURSERY STOCK

| Category of Service   |                              | Reference Number       |           |  |  |
|---|------------------------------|------------------------|-----------|--|--|
| Date of Issue   |                              | Commencement Date      |           |  |  |
| Response date   |                              | <b>Completion Date</b> |           |  |  |
|   |                              |                        |           |  |  |
| Engagement Specifications – Work Required   |                              |                        |           |  |  |
|   |                              |                        |           |  |  |
|   |                              |                        |           |  |  |
|   |                              |                        |           |  |  |
|   |                              |                        |           |  |  |
|   |                              |                        |           |  |  |
| Special Instructions  |                              |                        |           |  |  |
| 1.  |                              |                        |           |  |  |
| 2.  |                              |                        |           |  |  |
| 3.  |                              |                        |           |  |  |
| Engagement Acceptance Criteria  |                              |                        |           |  |  |
| Award of the Engagement shall be based on the following bid evaluation criteria                 |                              |                        |           |  |  |
| Pre-qualified Bidder can su   | pply trees as ordered        |                        | Pass/Fail |  |  |
| Pre-qualified Bidder can de   | liver trees by a stated date |                        | Pass/Fail |  |  |
| Lowest unit price for CNLA  | standard tree stock          |                        | Pass Fail |  |  |
|   |                              |                        |           |  |  |
| Note: The delivery hours are Monday through Friday 8:00 am – 2:00 pm, and may include weekends. |                              |                        |           |  |  |
| Warranty Information (not withstanding C11)   |                              |                        |           |  |  |
|   |                              |                        |           |  |  |
|   |                              |                        |           |  |  |
| PMO Only  |                              |                        |           |  |  |
| Request Number:   | Request Contact              | ::                     |           |  |  |
| ☐ Approved  |                              | ☐ Declined             |           |  |  |
|   |                              |                        |           |  |  |