# Request For Quotation NAFC Call When Needed 2022+

# RFQ CWN AFS 2022+

# RESPONSE FORM 1 (PART C)

**Business Questions**

**Complete this form once**

**Instructions**

Please complete, save and upload this form to ARENA. Instructions for how to do this are in the RFQ CWN AFS 2022+ document.

**Complete this form once and submit as a single document.**

Please save the file using the naming convention “*Response Form 1 – {Company Name}*”

NAFC strongly recommends that tenderers read each question carefully to ensure that responses address the question.

Note especially that questions request either **detailed** or **summary** information which should be considered guidance as to the level of information to be provided in your response. Write succinctly and clearly.

* For **detailed** answers, a word limit of 500 words is recommended.
* For **summary** answers, a word limit of 200 words is recommended.

All information provided here is to be read in conjunction with the information you have already provided in ARENA fields.

When providing answers, ensure you consider the context of the question, based on the section in which it resides.

## EXECUTIVE SUMMARY

*The Executive Summary is intended to give a high-level overview of the stand-out features of your submission, setting the tone for what evaluators should expect.*

*Provide summary information of the total benefits of your tender submission. Summarise the capacity and quality of your organisation based on information provided in all other sections of the tender response.*

<Insert your response here>

## BUSINESS QUESTIONS

*The questions in the following section relate to your submission from the perspective of a business. NAFC is seeking to understand how your business is structured in terms of supporting the proposed Services. Be sure to response to questions in this section in this context.*

### ORGANISATION

#### ARENA Business Data

*Ensure all business-related information entered in ARENA against your profile is complete, up to date and accurate.*

<Confirm you have provided all appropriate information in ARENA and acknowledge that you understand the data provided in ARENA is included as part of your submission>

#### Company Structure and Ownership

*Provide detailed information relating to the company structure and ownership of the organisation tendering for the Services. Include any information about recent changes in ownership or structure.*

<Insert your response here>

#### Company History and Industry Experience

*Provide a summary history of the organisation and its experience in the provision of Aerial Firefighting or other relevant services.*

<Insert your response here>

#### Key Management and Operational Staff

*Provide summary information on the qualifications, experience and roles for key personnel who manage the organisation and for key personnel who are proposed to manage and deliver the delivery of Services. Include information of management structure and reporting lines.*

<Insert your response here>

#### Organisational Capacity

*Provide detailed information on the capacity and capability of the organisation to deliver the Services tendered.   
  
Capacity includes total fleet managed, growth opportunities, specialisations, ability to provide redundancy capacity and additional aircraft.*

<Insert your response here>

### MANAGEMENT SYSTEMS

*For the questions in the following section, do not simply provide the name of an off-the-shelf software solution your company uses. Ensure you demonstrate how you actively use each system and how it would be utilised in providing the proposed Services.*

#### Safety Management System

*Provide summary information describing your organisation’s Safety Management System including any system in place or proposed. Provide any additional information that illustrates your organisation’s systems for managing safety of operations.*

*Describe how your safety management system would apply when providing the Services tendered.*

<Insert your response here>

#### Incidents, Accidents, Non-Compliance & Show Cause Management

*Describe your organisation's process to manage incidents, accidents and near misses. Include detailed information of how any findings or lessons learned have been incorporated into future business practices.*

<Insert your response here>

*Ensure that in ARENA you have provided details of all incidents, accidents, non-compliance or show-cause notices related to the proposed aircraft and/or proposed Services that have occurred in the last 5 years for the tenderer’s company and affiliated companies. Failure to disclose all incidents, accidents, non-compliance or show-cause will result in negative evaluation consideration.*

<Confirm you have provided all appropriate information in ARENA>

#### Risk Management System

*Provide summary details of any organisational risk management policy, strategy, plan or system that is in place or proposed.*

*Describe how your risk management system would apply when providing the Services proposed.*

<Insert your response here>

#### Fatigue Management

*Provide detailed information regarding the systems and processes in place to effectively manage any fatigue in flight and ground crew.*

*Provide details as to which CASA Fatigue Management rule you will follow for the duration of the contract and how this will be managed for the Services you are tendering for.*

<Insert your response here>

#### Check and Training System

*Provide detailed information regarding the organisation’s Flight Crew and Aircrew check and training system, including information as to how your organisation’s approach will comply with CASA’s and other regulations that are relevant to the type of operations you propose.*

*Provide details regarding how the organisation will ensure compliance with contract requirements, including, but not limited to:*

* *Basic Wildfire Awareness*
* *Aircraft Underwater Escape Training (where required)*
* *Low level flight and obstacle avoidance (where required)*
* *Recognition and recovery from unexpected low visibility situations*
* *Winching/rappelling and low hover emplaning and deplaning (where required)*

<Insert your response here>

## SERVICE QUESTIONS

*The questions in the following section relate to your submission from the perspective of the infrastructure your business can provide. NAFC is seeking to understand how your business infrastructure and assets will support the proposed Services. Be sure to respond to questions in this section in this context.*

### INFRASTRUCTURE

#### Infrastructure and Resources

*Provide detailed information related to infrastructure and resources within the organisation which will support the delivery of proposed Services. Include any outsourced providers, infrastructure or other capabilities that will be used to provide the proposed Services.*

*Provide information regarding company infrastructure, resources, and facilities at company operating bases which will support the delivery of proposed Services.*

<Insert your response here>

#### Nominated Availability Base (NAB) and Temporary Availability Base (TAB)

*This RFQ seeks proposals for the provision of Call When Needed Services predominately for operations in Victoria, South Australia, Tasmania and Australian Capital Territory but are accessible for all NAFC Members. Provide summary details of how you may operate from NAB’s and TAB’s away from your home base.*

<Insert your response here>

#### Fuelling Facilities

*Provide a summary of any fuelling facilities being tendered. Include details of both fixed and optional mobile fuelling units. List any Mobile Fuel Units (MFU) that may be utilised to deliver the Service and confirm the details of these MFU’s are also in ARENA.*

<Insert your response here>

### MAINTENANCE

#### Maintenance Services

*Provide detailed information of:*

* *aircraft maintenance capabilities, capacity and facilities, including provision for in-field and out-of-hours maintenance.*
* *access to spare parts. Demonstrate how the proposed access to spare parts will support the continued delivery of the tendered Services.*

*Describe how maintenance will be provided if the Service NAB is away from the organisation's home base.*

<Insert your response here>

### SERVICE DELIVERY

#### Provision of Services under Covid-19 Restrictions

*Provide summary details of your company’s covid-safe plan for conducting operations and crew welfare at the NAB and any TAB.*

*Describe or provide your initial planning to manage transits across State and Territory borders to accommodate potential rolling COVID restrictions, if the Service is deployed interstate from the NOB or NAB.*

<Insert your response here>

#### Availability

*Provide indicative information regarding the projected availability of the aircraft throughout the year and in particular between September and April.*

<Insert your response here>

*Ensure that the Availability status of your aircraft is always kept up to date in ARENA. Refer to the RFQ CWN AFS 2022+ document for details on how to ensure this information is up to date in ARENA.*

<Confirm you have provided all appropriate information in ARENA>

## CONTRACT DEPARTURES

### 4.1 CONTRACT COMPLIANCE

#### 4.1.1 Contract Departures

*Insert into the table any relevant information where a tenderer either partially complies or cannot comply with a particular clause of the Master Services Agreement including the Schedules. The Master Services Agreement clause number must be included in the response.*

| **Clause**  **Reference** | **Schedule**  **Reference** | **Issue** | **Proposed Alternative** |
| --- | --- | --- | --- |
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#### 4.1.2 Other Departures

Insert into the table *any relevant information where a tenderer either partially complies or cannot comply with any NAFC Standards and/or any parts of the Request For Quotation including the Table of Services and other Appendices. Clause references must be included in the response.*

| **Document** | **Part or Section** | **Issue** | **Proposed Alternative** |
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