

REQUEST FOR PROPOSALS

VEHICLE REPAIR AND MAINTENANCE SERVICES

Issue Date: October 19th, 2026

Delivery of proposals must be sent by email to
SAO@normanwells.com
(Electronic copies must be in a single PDF document)

Or by hand or courier
The Town of Norman Wells
3 MacKenzie Dr
Box 5
Norman Wells, NT X0E 0V0
Attention: Senior Administrative Officer

CLOSING DATE AND TIME
Monday, November 2nd, 2026
3:30 pm

INFORMATION ABOUT THE TOWN OF NORMAN WELLS

Norman Wells is the regional center for the Sahtu Region of the Northwest Territories, Canada. The town is situated on the north side of the Mackenzie River and provides a view down the valley of the Franklin and Mackenzie mountain ranges. Accessible by air in the summer months and by ice road in winter. Norman wells has a population of around 650 persons.

1. Purpose of the Request for Proposals

The proposals shall be based on the furnishing of labor services and garage equipment necessary to perform those services in connection with vehicle/equipment repair and maintenance services for the Town of Norman Wells in complete and strict accordance with specifications in the Request for Proposal Package.

2. Period of Service Agreement

The proposal will be for a three-year contract. The Town of Norman Wells will retain the option to extend the Service Agreement for up to 2 additional years, in one-year increments, provided both parties agree to the renewal. The fiscal year of the Town of Norman Wells is December 31.

3. BACKGROUND

The Town of Norman Wells is a Municipal Corporation in the Northwest Territories.

Please see attached for vehicle and equipment fleet The Town desires to contract with an outside vendor for vehicle preventive maintenance and repairs.

4. ELIGIBILITY

To be eligible to respond to this RFP, the Proposer must have a valid Motor Vehicle Inspection License and any other required licenses to perform vehicle repairs in Norman Wells, NWT. The Town will drop off and pick up the vehicles. Interested facilities must have all mechanics who are performing work on Town Vehicles certified to perform warranty work with proof of certification required.

5. AWARD OF CONTRACT

There is no obligation on the part of the Town to award the contract to the lowest proposer (least cost to the Town.) The Town further reserves the right to award the contract to the most responsible proposer submitting a proposal which is most advantageous and in the best interest of the Town.

6. SCOPE OF WORK

The work covered by this specification consists of furnishing all material, labor and equipment necessary in performing all operations necessary in connection with repair and maintenance of vehicles and equipment. The proposal shall be for a three-year contract with a one-year renewal option. A listing of current vehicle types used by the Town of Norman Wells are attached as part of Exhibit A, and the executed contract will contain language to provide for the addition and/or deletion of vehicles used by the Town for the duration of the contract period.

7. SERVICE AVAILABILITY

The selected firm shall provide vehicle repair services a minimum of six (6) days a week, from at least 8:00 am to 5:00 pm on normal business weekdays and at least 9:00 am to 1:00 pm on normal business Saturdays. The service hours and days of contractor's firm should be specified in the Qualification Questionnaire attached to this RFP.

8. SERVICE LEVEL

The selected firm is required to provide service according to the vehicle manufacturer's recommended service levels.

9. FEES FOR SERVICE

Interested firms must submit the Schedule of Fees attached to this RFP. The fees will provide rates for year 1, year 2, year 3 and optional extension for year 4.

10. TERM OF AGREEMENT

The term of the agreement shall commence upon final execution of the agreement by the Town and continue for a period of three (3) years with an additional one-year option if agreed to by both parties.

11. TERMS OF PAYMENT

The contractor will issue an invoice at time of completion of service, but no later than once a month from when the work has been completed. It is at the respective Department Head sole discretion to determine that the work specified in the invoice has been performed according to the job specifications, at which time, the Town shall pay such invoice within thirty (30) days of submittal to Town, and respective authorization from department head. All invoices require VIN number and vehicle mileage on the invoice for payment to be processed as well as authorization from respective Town department head upon receipt of invoice. Any bills submitted for work outside of this contract require a written Purchase Order authorization from the Town prior to work proceeding. The price for each year must be in Canadian dollars, be all-inclusive, including applicable taxes, and be firm for the entire period covered by the Service Agreement.

12.INSURANCE/DOCUMENT REQUIREMENTS

At the award of the bid, the selected Contractor will be required to provide proof of the following prior to commencement of any work under this agreement. Additionally, during the term of the agreement, the selected firm will be required to maintain the following insurance coverages:

A. Commercial General Liability Insurance: Commercial general liability coverage with limits of liability of not less than \$1,000,000 per Occurrence combined single limit for bodily injury and property damage. The liability insurance shall include completed Operations and Product Liability coverages and eliminate the exclusion with respect to property under the care, custody and control of Contractor. The General Aggregate Liability limit and the Products/Completed Operations Liability Aggregate limit shall be in the amount of \$2,000,000 each.

B. Worker's Compensation and Employer's Liability Insurance: Worker's Compensation and employer's liability insurance, to apply for all employees for statutory limits as required by applicable Territorial law. The policy(ies) must include Employer's Liability with minimum limits of \$1,000,000 each accident.

C. Business Automobile Liability Insurance: Business automobile liability insurance with minimum limits of \$1,000,000 per Occurrence combined single limit for Bodily Injury and Property Damage.

D. Professional Liability Insurance: Professional liability insurance in an amount of not less than \$1,000,000 per Occurrence, single limit.

13. PERFORMANCE REQUIREMENTS

During the term of the agreement, the selected firm shall be required to:

- Guarantee all work for one (1) year from the time the work is completed
- Maintain accessibility to the maintenance facility pursuant to the requirements of the agreement and this RFP
- Maintain the same level of performance as stated in the proposal throughout the term of the agreement
- Maintain all vehicles per manufacturer's suggested service intervals using only factory recommended parts and products.

14.SUBMISSION REQUIREMENTS

The following information must be included as part of the proposal:

A. Name, contact, address, telephone and fax number, and e-mail of your firm.

B. Type of organization (i.e., individual, partnership, corporation, joint venture, etc), year established, and address of home office if different than above.

C. Qualifications of firm, including but not limited to: firm's history and number of years in business.

D. Provide all necessary licenses, permits and certifications relating to vehicle/equipment repairs and maintenance.

E. References: All qualified firms must submit a list of at least three firms, organizations, or major customers to whom they have provided services within the past five years. Along with this information should be supplied the name, address and phone number of each reference listed.

EXHIBIT B – QUALIFICATION QUESTIONNAIRE

All vendors must complete this questionnaire in order to be included in the evaluation of the proposals. The information supplied will enable the Town of Norman Wells to determine whether or not the vendor has adequate personnel and facilities to properly perform the work.

1. Facility Name and Physical Address:

2. Normal Operating Hours: Weekdays _____ am to _____ pm a. Saturdays
_____ am to _____ pm b. Sundays & Holidays _____ am to _____ pm

3. Do you have any special equipment that is available to service Town Vehicles? If so, specify:

4. How many working bays does your facility have? _____

5. What is the overall size of your facility? _____

6. How far in advance must appointments be scheduled? _____

7. In case of emergency, will you accommodate the Town with same day repair services when possible? Yes / No

8. List the largest vehicles by weight that you can accommodate with your lifts?

EXHIBIT C – SCHEDULE OF FEES: FOR YEAR 1 AND YEAR 2 AND YEAR 3

The vendor agrees that the following schedule of fees shall be the maximum amount which they may charge for Vehicle Repair and Maintenance Services. Include any and all shop supply fees. Except where noted otherwise below– Work orders must detail vendor invoice number and part number to correlate to incoming vendor bills. The bid price must include all disposal and environmental fees. YEAR ONE/YEAR TWO/YEAR THREE

1. OIL CHANGE \$_____/\$/_____ Must include:

- Change the vehicle's oil with up to five (5) quarts of top-quality motor oil*
- Replace the oil filter with top quality filter*
- Inspect the wiper blades and replace, if needed (do not include price of blades) • Lubricate all grease fittings (if needed)
- Check & fill (if needed) brake fluid
- Check & fill (if needed) transmission/transaxle fluid
- Check & fill (if needed) differential and coolant fluid
- Check & fill (if needed) power steering fluid
- Check & fill (if needed) windshield wash fluid
- Check & fill (if needed) battery water
- Check & inflate the tires to proper pressure and condition
- Check all exterior lights • Check and aim headlights (if necessary)

2. REPLACEMENT OF PVC VALVE \$_____/\$/_____

3. REPLACEMENT OF FUEL FILTER \$_____/\$/_____

4. REPLACEMENT OF BRAKES/BRAKE PARTS

- Front Slotted Disc Brakes (full –all parts & labor) \$_____/\$/_____
- Rear Disc Brakes (full – all parts & labor) \$_____/\$/_____
- Rear Drum Brakes (full – all parts & labor) \$_____/\$/_____
- Turn Brake Drums (per pair) \$_____/\$/_____
- Turn/Cut Rotors (per pair) \$_____/\$/_____

• Replace Rotors (per pair, full-all parts & labor) \$_____/\$/_____/\$/_____

• Rebuild Wheel Cylinders (each) \$_____/\$/_____/\$/_____

• Rebuild Master Cylinder (each) \$_____/\$/_____/\$/_____

• Flush Brake Fluid \$_____/\$/_____/\$/_____

5. REPLACEMENT OF AIR FILTER \$_____/\$/_____/\$/_____

6. RADIATOR FLUSH (INCLUDING FLUID) \$_____/\$/_____/\$/_____

7. AIR CONDITIONING SERVICE (INCLUDING ONE POUND OF FREON)

\$_____/\$/_____/\$/_____

8. SERPENTINE BELT REPLACEMENT \$_____/\$/_____/\$/_____ 9.

TRANSMISSION (Drain/Replace Fluid/Clean Filter) \$_____/\$/_____/\$/_____

9. INTAKE MANIFOLD GASKET REPLACEMENT \$_____/\$/_____/\$/_____

10. TUNE UP Including Plugs (Specify price when bidding For each)

• Four Cylinder \$_____/\$/_____/\$/_____

• Six Cylinder \$_____/\$/_____/\$/_____

• Eight Cylinder \$_____/\$/_____/\$/_____

11. JUMP START VEHICLE \$_____/\$/_____/\$/_____

12. EMERGENCY TOWING TO SHOP \$_____/\$/_____/\$/_____

13. BATTERY (HD)

• Replacement (must meet Mfg AMP Specs for vehicle)

\$_____/\$/_____/\$/_____

• On board diagnostic inspection \$_____/\$/_____/\$/_____

14. ALTERNATOR REPLACED \$_____/\$/_____/\$/_____

15. ALIGNMENTS • Front Pair (2 Wheel) \$_____/\$/_____/\$/_____

• Rear Pair (2 Wheel) \$_____/\$/_____/\$/_____

• Front & Rear (4 Wheel) \$_____/\$/_____/\$/_____

16. SHOCKS • Front \$_____/\$/_____/\$/_____ • Rear

\$_____/\$/_____/\$/_____

17. TIRES • Repair, Specify type of repair (interior patch or equivalent)

\$_____/\$/_____/\$/_____

• Remove & Replace \$_____/\$/_____/\$/_____

• Balance \$_____/\$/_____/\$/_____

• Rotation (with brake inspection) \$_____/\$/_____/\$/_____

18. COMPUTER DIAGNOSTIC ASSESSMENT \$_____/\$/_____/\$/_____

19. LABOR RATE/HOUR FOR NON-LISTED REPAIRS \$_____/\$/_____/\$/_____

20. EMERGENCY TOWING CHARGE PER MILE \$_____/\$/_____/\$/_____

15. Request for Proposals Process

Enquiries

All enquiries related to this Request for Proposals are to be directed, in writing by letter or email, to the contact persons identified on the front page of this Request for Proposals.

Information obtained from any other source is not official and should not be relied upon. Responses to enquiries concerning clarification of the terms of this Request for Proposals or information included in it will be provided to those Proponents who have returned the Receipt Confirmation Form. Enquiries must be communicated to the contact persons at least five days prior to the RFP closing date. Where possible, responses will be provided within two business days.

Late Proposals

Proposals will be marked with their receipt time at the closing location. Only complete proposals received and marked before closing time will be considered to have been received on time. Hard copies of late proposals will not be accepted and will be returned unopened to the Proponent. Electronic proposals that are received late will be marked late and will not be considered or evaluated. In the event of a dispute, the proposal receipt time as recorded at the closing location shall prevail whether accurate or not.

16. Additional Terms

Eligibility

Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the Town of Norman Wells opinion, give rise to a conflict of interest in connection with the project described in this RFP. This includes but is not limited to, involvement by a Proponent in the preparation of this RFP. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the contact persons prior to submitting a proposal.

Irrevocability of Proposal

Proposals must be open for acceptance for at least 90 days after the closing date.

By submission of a proposal, a Proponent agrees that should its proposal be successful the Proponent will enter into a Service Agreement with the Town of Norman Wells.

Definition of a Contract

Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for services, and no Proponent will acquire any legal or equitable rights or privileges relative to the services until the occurrence of both such events.

Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the Town of Norman Wells may, at its sole discretion at anytime thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

Changes to Proposal

By submission of a clear and detailed written notice, a Proponent may amend, or withdraw, its proposal prior to the closing date and time. At closing time, all proposals become irrevocable.

A Proponent will not change the wording of its proposal after closing, and no words or comments will be added to the proposal unless requested by the Town of Norman Wells for purposes of clarification.

Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and in subsequent negotiations with the Town of Norman Wells, if any. If the Town of Norman Wells elects to reject all proposals, the Town of Norman Wells will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final agreement, or any other matter whatsoever.

Furthermore, a Proponent, by submitting a proposal, agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

Acceptance of Proposal

This Request for Proposals should not be construed as an agreement to purchase services. The Town of Norman Wells is not bound to enter into an agreement with the Proponent that submits the lowest priced tender or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The Town of Norman Wells will be under no obligation to receive further information, whether written or oral, from any Proponent.

Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

Liability for Errors

While the Town of Norman Wells has used considerable effort to ensure an accurate

representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Town of Norman Wells, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

Modification of Terms

The Town of Norman Wells reserves the right to modify the terms of this RFP at any time at the Town of Norman Wells sole discretion. This includes the right to cancel this Request for Proposals at any time prior to entering into an agreement with a successful Proponent.

Ownership of Proposals

All documents, including proposals, submitted to the Town of Norman Wells become the property of the Town of Norman Wells. Documents will be received and held in confidence by the Town of Norman Wells, subject to the provisions of this RFP.

Confidentiality of Information

Any portion of this document, or any information supplied by the Town of Norman Wells in relation to this RFP may not be used or disclosed for any purpose other than the submission of proposals.

Without limiting the generality of the foregoing, by submission of a proposal, the information pertaining to the Town of Norman Wells obtained by a Proponent as a result of participation in this bid is confidential and must not be disclosed except as required to fulfill the obligations of the Auditor under the Service Agreement.

Collection and Use of Personal Information

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFP requires Proponents to provide the Town of Norman Wells with personal information of employees who have been included as resources to this RFP, Proponents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Town of Norman Wells. Such written consents are to specify that the personal information forwarded to the Town of Norman Wells for the purposes of responding to this RFP and use by the Town of Norman Wells for the purposes set out in the RFP. The Town of Norman Wells may, at any time, request the original consents or copies of the original consents from Proponents and upon such request being made the Proponents will immediately supply such originals or copies to the Town of Norman Wells.

No Lobbying

Proponents must not attempt to communicate directly or indirectly with any employee, contractor or representative of the Town of Norman Wells, including the evaluation committee and any elected officials of the GNWT or with members of the public or the media about the project described in this RFP or otherwise in respect of the RFP other than expressly directed or permitted by the Town of Norman Wells.

Reciprocity

The Town of Norman Wells may consider and evaluate any proposals from other jurisdictions on the same basis of similar proposals from within the Northwest Territories by a Northwest Territories supplier.

17. Evaluation

Evaluation of proposals will be by a committee formed by the Town of Norman Wells and may include employees and contractors of the Town of Norman Wells. All personnel will be bound by the same standards of confidentiality. The Town of Norman Wells intent is to enter into a Contract with the Proponent who has the highest overall ranking.

a. Unsuccessful Proposals

At the conclusion of the RFP process, all Proponents will be notified.

b. Timetable

The below timetable provides the anticipated schedule for the RFP process and signing of a Service Agreement. The timing and the sequence of events resulting from this RFP may vary and shall ultimately be determined by the TONW.

Event	Date
Request for Proposals issued	October 20 th , 2026
Request for Proposals closes	November 2 nd , 2026
Proposal evaluations completed	November 4 th , 2026
Service Agreement signed	November 25 th , 2026

Basis for Selection

The Town of Norman Wells will first check proposals against the mandatory requirements listed. Proposals not meeting mandatory requirements will be rejected without further consideration. Proposals that meet all mandatory requirements will then be assessed and scored against the criteria for assessment.

Mandatory Requirements

The following are mandatory proposal requirements. Proposals no

clearly demonstrating that they meet these requirements will receive no further consideration during the evaluation process.

- a. The proposal must be received either by email, hand or courier by the specified closing date and time.
- b. The proposal must be in English and must not be sent by facsimile.

Criteria for Assessment

Proposals meeting the mandatory requirements will be assessed against the evaluation criteria indicated below. The Town of Norman Wells is aware of the benefits that can arise from a good quality vehicle and equipment maintenance program. Accordingly, attributes concerning quality of the Contractor are emphasized below. The following criteria must be specifically addressed in the proposal submission. Failure to address all factors will impair the proposal and the Town of Norman Wells will not be obliged to seek clarification or inclusion of vague or incomplete information in making its selection. The lowest proposal in terms of all-inclusive maximum cost will not necessarily be accepted.

It is the responsibility of the Proponents to ensure that their proposals address all the requirements established in the evaluation criteria.

Capability of Proponent Team	35%
1. The location(s) and size of the Proponent, the experience and capabilities of its partners, managers and staff in the financial audit of organizations similar to the Town of Norman Wells. 2. The proposed Contractor details of skills or experience which are directly relevant to the capacity of the team to conduct the vehicle and maintenance requirement of the Town of Norman Wells. 3. The availability if other specialized services that may be necessary for required vehicle and equipment work for the Town of Norman Wells. 4. The availability of resources to ensure quality and timely vehicle and equipment maintenance work. 5. Quality assurance, quality control, and customer references of the Proponent as they would apply to the vehicle and equipment maintenance work for the Town of Norman Wells.	
Proposed Maintenance Schedule for work required by the Town of Norman Wells	
45%	
6. An understanding of the key issues facing the Town of Norman Wells, the implications of those issues on the delivery of the service to the community of Norman Wells. As exhibited by: a. Timely scheduling of work b. Ability to schedule emergency work	



c. Realistic response to risk

Fee	20%
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Total	100%
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Equipment List

Public Works

- 2023 CAT 930M Loader
- 2019 John Deere 310SL Backhoe
- 2020 Bobcat T66 Skidsteer
- 2019 International CV515 Dump Truck

Recreation

- 2025 Zamboni 446 LPG

Fire Department

- 2006 American Lafrance Pumper Fire Truck
- 2013 FORD F550 Rescue Truck
- 2022 Freightliner Fire Truck

Utilities

- 1980 FORD Water Truck
- 1992 GMC Top Kick Fire Truck (used as water truck)
- 2024 Bobcat T66 Skidsteer



Vehicle List

Public Works

- 2022 FORD F250
- 2023 FORD F150
- 2015 FORD F250
- 2006 FORD F250
- 2025 FORD F150
- 2022 FORD F150

Recreation

- 2023 FORD Explorer
- 2022 FORD Bronco

Fire Department

- 2024 FORD Expedition

Utilities

- 2012 FORD F150
- 2008 FORD E-Series Van
- 2022 FORD F150
- 2025 FORD F150

Administration

- 2022 FORD Edge
- 2013 FORD F150
- 2013 FORD F150

