



11 August 1997

TO WHOM IT MAY CONCERN

**Re: Specialised Vehicle Manufacture**

Recently the Queensland Ambulance Service was involved with Specialised Vehicle Manufacture [SVM] in the development of specification and the construction of a prototype vehicle based on the Toyota LandCruiser cab/chassis.

The purpose of the involvement was to take a series of ideas and design requirements and construct a prototype vehicle which would allow for good patient treatment and off road capability. Two companies were involved in the construction of prototypes.

Upon completion, the vehicles were shown to staff throughout the State. Staff who inspected the SVM vehicle were generous in their complements as to the quality of the finished vehicle.

Having used SVM for the construction of only one vehicle, and that a prototype, it is difficult to comment upon the ability of the company to adhere to delivery schedules. However, the Service found that SVM was able to meet time frames which were constantly revised as the result of design changes to the prototype required by the Service to meet new equipment and features. In the end, they delivered on time.

My staff found the management and staff of SVM very easy to communicate with, and nothing was too much trouble, even though work had to be re-done to accommodate design changes and for fitting of new and \or modified equipment, or the relocation of equipment.

SVM were innovative in reaching solutions to design problems. They were prepared to search for alternative to the "tried and proven" solutions to the design of ambulance vehicles. Many of their innovations were incorporated into the final specification upon which offerers tendered.

My staff have expressed their satisfaction with SVM and are more than willing for them to construct ambulance vehicles for the Service. In the end, it was price difference which was the determining factor in awarding the contract for the construction of these vehicles.

A handwritten signature in black ink, appearing to read 'Gerry Fitzgerald'.

**DR GERRY FITZGERALD**  
**Commissioner**

