

**SECTION III**

**SCOPE OF REQUIREMENTS**

**FOR**

**PROVISION OF TOWING SERVICES**

## SCOPE OF REQUIREMENTS (SOR)

### 1 INTRODUCTION

- 1.1 Singapore Police Force (SPF) (hereinafter referred to as “the Authority”) has a requirement for the provision of towing services (hereinafter referred to as “the Services”).
- 1.2 The successful tenderer (hereinafter referred to as “the Contractor”) shall provide the Services for a firm period of 5 years with an option to extend up to another 3 years, tentatively commencing from 1 Dec 2021. The actual date of commencement shall be indicated in the Letter of Acceptance (LOA) or Contract.

### 2 DEFINITION

- 2.1 “**Activation Time**” means the time the Authority sends the notification to the Contractor via phone call for the activation of the Services. The Activation Time shall start immediately upon calling of the Contractor even if the Contractor fails to pick up the call.
- 2.2 “**Site**” means any location in Singapore where the Service is required in each instance.
- 2.3 “**Towing Vehicle**” means any vehicle used for the purpose of the Services.

### 3 SCOPE OF SERVICES

- 3.1 The Contractor shall provide round-the-clock (i.e. 24 hours a day, 7 days a week) Services that includes the provision of manpower, equipment(s)<sup>1</sup>, Towing Vehicles and other incidental for recovery and towing of various types of vehicles.
- 3.2 As and when directed by the Authority (including any officer authorised by the Authority to act on its behalf), the Contractor shall tow vehicles from any Site to any of the following locations –
- a) Traffic Police, 10 Ubi Avenue 3, Singapore 408865;
  - b) Traffic Police Vehicle Pound, 517 Airport Road, Singapore 539942;
  - c) any police station(s) in Singapore; and/or
  - d) any other locations(s) in Singapore as directed by Authority.

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<sup>1</sup> “Equipment” here includes all machineries currently available e.g. king-dolly, low-bed, flat-bed, tow-truck crane, light-lorry crane, mobile/Kato crane, or any other machineries/devices newly introduced or made available to the towing industry during the period of the execution of the Contract.

## 3.3 The Contractor shall:–

- a) Provide all the necessary Towing Vehicles, equipment and labour for the Services, including disconnecting of towed vehicle's battery, retrieving, placing the seized vehicles and accident vehicles in position suitable for towing; and for vehicles submerged in water, to provide professional diver(s) at the contracted rate to retrieve vehicle(s), body(s) and other articles from the water;
- b) Provide Truck Mounted Attenuator (TMA), for Services at Site(s) with speed limit of more than 70kmph that requires additional safety vehicle as laid out by Land Transport Authority (LTA);
- c) Comply with the Authority's instruction and execute the aforesaid work skilfully and professionally;
- d) Ensure the Towing Vehicle(s) arrives at any Site(s) in Singapore **within 60 minutes from the Activation Time**;
- e) Take all necessary precautions and act with reasonable care in the provision of the Services and be responsible for the security and condition<sup>2</sup> of the towed vehicle(s) while it is in his custody;
- f) Ensure that photographs of the accident vehicle(s)<sup>3</sup> are to be taken before it is lifted up and after it has been towed to the next location. The Contractor shall provide a VDF for the Authority to indicate and confirm the damages/marks of the towed vehicle(s) with the photographs that are taken by the Contractor. The Contractor shall also sign off the VDF after verification of damages/marks together with the Authority. This VDF format shall be provided by the Authority upon the award of this Contract;
- g) The photographs shall be kept in the Contractor's database for a period of 6 months or as directed by the Authority and these photographs will be subjected to audit as and when requested by the Authority;
- h) Ensure that any vehicle(s) towed into the designated location is neatly arranged and parked as directed by the Authority;
- i) Convey not more than one vehicle per trip, unless with the written approval of the Authority;
- j) Ensure all debris / oil stains on the road, if any, are cleared before the tow truck leaves the Site;
- k) Ensure that the Services are available at any time of the day (24-hours);
- l) Comply with all applicable laws, statues and regulations in the Republic of Singapore;

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<sup>2</sup> "Condition" here means the state at which the vehicle is at the point of time of arrival of the Contractor. Any further damage(s) to the vehicle which are not reflected in the Vehicle Damage Form(s) (VDF), discovered after arriving at the identified destination, will be borne by the Contractor.

<sup>3</sup> The Contractor shall take at least 4 photographs for every accident vehicle towed, from the front and back as well as both sides of the vehicle. Each photograph shall be of at least 1MB in size, so as to ensure that picture quality is not compromised.

- m) Provide at least 2 contact numbers for the Authority to contact for the Services at any time. The Contractor must be available to be contacted at all times;
- n) Tow crew shall possess qualified driving licence with classes equivalent to the Towing Vehicle and minimally possess class 3 license;
- o) Tow crew shall possess at least 1 year of towing experience;
- p) Tow crew provided by the Contractor must be familiar with the roads in Singapore;
- q) Ensure that the tow crew bring along their passport, FIN Card or NRIC and driving licence when on duty; and
- r) Provide quotes for ad-hoc requirements for:
  - (i) cancellation of Services after 10 minutes of Activation Time; and
  - (ii) Towing Vehicle(s) deployed on standby at Site.

3.4 In billing the Authority for work completed<sup>4</sup>, the Contractor shall provide the following information in the invoice:-

- a) Registration number of the vehicle towed (except for a bicycle);
- b) Type of vehicle towed (e.g. car, lorry, bicycle);
- c) Unladen weight of the vehicle, if possible;
- d) Site from which the vehicle is towed;
- e) Location where vehicle is towed to;
- f) Time of arrival<sup>5</sup> of towing crew at site requiring the Service;
- g) Time of departure of towing crew from Site requiring the Service; and
- h) Particulars of the police officer at the scene, where the Contractor is activated to.

#### **4 INSURANCE**

The Contractor shall forthwith and as a condition precedent to the commencement of the Services under this Contract, take out on his own expense an insurance policy with an insurance company to insure sufficiently against any death, personal injury, damage, loss or injury which may occur to any person or property of any person in the course of or as a consequence of the performance by the Contractor of this Contract and shall, if required by the Authority, produce the policy of insurance and receipt of payment for documentation.

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<sup>4</sup> Work completed refers to the period between the Contractor starts to tow the vehicle(s) after assessing the manner to tow the vehicles(s) and all other necessary measures (i.e. putting up of the VDF and taking photographs of the vehicle) and the time when the Contractor reached the identified destination with the towed vehicle(s).

<sup>5</sup> The arrival time shall be endorsed by the Authority's officer at the scene, or any other person(s) deputized by the Authority.

## 5 LIQUIDATED DAMAGES

- 5.1 In addition to other rights under the Contract, the Authority shall have the right to require the Contractor to pay a sum calculated at the rate set out in the table below as liquidated damages (LD) for non-performance of Services. The amount of LD shall be deducted from any monies due or to become due to the Contractor, with prior notice to the Contractor.

S/No.	Reference Paragraph	Type of Complaint/Breach/Default	LD Quantum
1	3.3 (d)	Failure to ensure that the Towing Vehicle(s) arrives at any Site(s) in Singapore within 60 minutes from the Activation Time.	S\$10.00 for every 15 minutes of delay or part thereof.
2	3.3 (f)	Failure to take at least 4 photographs for each vehicle towed (existing damages of the vehicle being towed).	S\$50.00 per vehicle per occurrence.
3	--	Dispatched wrong type of Towing Vehicle(s) to Site.	S\$10.00 for every 15 minutes of delay or part thereof until the Contractor has dispatched the correct type of Towing Vehicle(s) to Site.
4	--	Failure to provide Services or 'no-show', when requested.	Price of the requested Services.

## 6 COMPUSLORY TENDER BRIEFING

- 6.1 A compulsory tender briefing will be held in Traffic Police or via video conferencing. The Authority will confirm whether the briefing will be held via video conferencing 3 working days before the briefing. Tenderers will have to make their own transport arrangements to travel to Traffic Police Level 2 Auditorium. Tenderers are to confirm their attendance via email to Siti Nurbaini ([siti\\_nurbaini\\_LATIB@spf.gov.sg](mailto:siti_nurbaini_LATIB@spf.gov.sg)) at least three (3) working days before the tender briefing, with the name of company, name of representative(s), NRIC, designation, contact numbers, email and addresses for security clearance. A maximum of two (2) representatives can attend the tender briefing and the representatives are required to bring along their personal identity card/passport/documents for verification. **Tender proposals from tenderers who fail to attend the tender briefing are liable for rejection.**

### Tender Briefing Details

**Date:** 8 Jul 2021

**Time:** 10 am (Singapore Time)  
(Please arrive by 0945 hours to register your attendance)

**Venue:** Traffic Police Level 2 Auditorium  
10 Ubi Avenue 3  
Singapore 406685

- 6.2 Tenderers are required to write in within 3 working days from the date of tender briefing, if they have any issues to clarify with the Authority pertaining to the tender requirements.

## 7. DOCUMENT SUBMISSION

7.1 All interested Tenderers are to submit the following documents for evaluation:

- a. Form of Tender (Appendix 1 of Section I);
- b. Price Schedule (Appendix 1.1 of Section I);
- c. Compliance to Conditions of Contract (Appendix 2 of Section I);
- d. Compliance to Requirement Specifications (Appendix 3 of Section I);
- e. GST Declaration Form (Appendix 4 of Section I);
- f. Company Information and Declaration Form (Appendix 5 of Section I);
- g. Company's relevant experience in providing similar Services in the past 3 years or more; and
- h. Company tow crews' driving qualification.

## 8 EVALUATION CRITERIA

8.1 The following Stage 1 Evaluation criteria shall be used to evaluate the tenderers' offers. Offers that fail to meet these criteria will not be considered for further Stage 2 evaluation and acceptance.

### Stage 1 - Evaluation Criteria

- i) Attendance at compulsory tender briefing;
- ii) Completeness of submission of the required documents as set out in para 7 above;
- iii) Compliance with Conditions of Contract (Section II) and Requirement Specifications (Section III) of the tender;
- iv) Tenderers and its Directors shall not be debarred on or after the closing date of the Tender; and
- v) Meeting the Government Registration Authority (GRA) supply category of GRA - EPU/SER/11 – Services (Transportation, Towing Services), with a financial category of S7 (S\$5,000,000).

### Stage 2 Evaluation Criteria (In order of importance)

8.2 Proposals that met the Stage 1 Evaluation Criteria shall be evaluated further based on the following Stage 2 Evaluation Criteria.

Ranking*	Criteria
1	Price Competitiveness
2	Track Records - Relevant track records/past experience of providing similar Services <sup>^</sup>
3	Relevant Experience of Tow Crew <sup>+</sup>

\* In terms of importance (i.e. Rank 1 is most important, followed by Rank 2 and Rank 3).

<sup>^</sup> Tenderers with more than 4 years of relevant experience will be assessed more favorably than those with less experience.

<sup>+</sup> Tow crew with more than 3 years of towing experience will be assessed more favorably.

**9 CONTACT PERSON**

9.1 For any clarifications on Section III, please contact:

Mr Syed Shameer / Mr Mong Chee Leong  
[Syed Shameer SHAH@spf.gov.sg](mailto:Syed_Shameer_SHAH@spf.gov.sg) / [MONG Chee Leong@spf.gov.sg](mailto:MONG_Chee_Leong@spf.gov.sg)  
Traffic Police  
DID: 6547 6106 / 6547 6025