



Limited Call for Bids

LC04202026

Standing Offer Agreement – Vehicle Towing Operator

The Town of Pouch Cove is requesting quotes for Vehicle Towing Services for the period of June 2026 – June 2027.

If you are interested in bidding, please provide a standing price for each of the following:

1. Base Towing fee – which shall include:

- (a) mileage, truck charges, fuel costs and surcharges, parts, transportation, environmental protection and safety measures, sub-contractors
- (b) all hookup, towing, delivery, and labour fees

2. Emergency Service fee

As well, please provide an average response time expected for the Pouch Cove area and complete all necessary sections of the attached Standing Offer Notes, submit all required supporting documentation quoted therein, and carefully review Schedule A attached.

Among the documentation listed in the Standing Offer Notes, please also be advised that the successful operator will need to provide the Town of Pouch Cove with a Workplace NL letter of good standing as well as a certificate of insurance listing the Town of Pouch Cove as additional insured (minimum \$2,000,000 CGL).

This Standing Offer will have the option to extend on an annual basis for up to three (3) years before going back up to tender.

Please send your bids with the subject line “Tender – LCO4202026 Standing Offer Agreement – Vehicle Towing Operator” to info@pouchcove.ca by Friday May 14th, 2026.

Sincerely,

Rodney Hynes

CAO



TOWN OF POUCH COVE

660 Main Road Ph: (709) 335-2848
PO Box 59 Fax: (709) 335-2840
Pouch Cove, NL info@pouchcove.ca
A0A 3L0 www.pouchcove.ca

Standing Offer Sheet – Towing Services

Notes:

- The following package is a pricing package that will be filled out by multiple towing companies in the case of numerous vehicle towing requirements to enforce Town By-Laws, support Town snow clearing efforts, or when other situations arise where a towing contractor is needed. Please fill out the quantitative prices, which are located at the end of the document.

- In performing a contract, the CAO is not obligated to use the standing offers and may request lump sum quotes at any time for any individual project.

- Questions can be directed to the CAO. Where a written response is given, the question and response will be shared with all contractors who have indicated interest in the project at hand.

- The CAO will approve which contractor is chosen for any given project. The CAO will use their discretion in assigning work for a variety of reasons to achieve best value for the Town which means that the contractor with the lowest price may not always be selected.

- The CAO will contact approved contractors and, if one contractor does not answer or declines the work, the next contractor will be contacted. If a contractor cannot mobilize within 2 hours the Town may contact the next contractor on the list. For non-urgent/non-emergency work, contractors will generally be granted a minimum of 24 hours to provide an answer.

- All contractors must adhere to all OHS standards for all projects/jobs. The CAO reserves the right to dismiss a contractor and cancel their contract (without pay) should they fail to adhere to OHS regulations or should any of their agents undertake unsafe actions or use of equipment (including failure to use safety equipment/devices) or any other act, attitude, or statements (verbal or written) that undermine the workplace safety culture.

- The contractor will be responsible for the towing, transportation, and delivery of specified vehicles at different locations and times throughout the Pouch Cove area on an as needed basis.
- The CAO reserves the right to direct the timing, quantity, and delivery point of each vehicle requiring towing.
- Payments will be issued based on the quantities of contracts completed and/or hours of work as determined by the Town. Contractors shall maintain records to certify the quantities/hours attributed to a job that can be reproduced for the Town when requested. Whereas the CAO is satisfied that the time mobilized is not necessarily equal to the time spent performing productive work, the CAO may discount the final number of hours paid. Where there is a dispute as to the quantities and hours performed, the CAO's decision will be final.
- The CAO reserves the right to assess contractor performance during bidding and execution of work and to consider such performance matters in the awarding of future work. Where such performance matters are to negatively impact a contractor, they will be communicated to the contractor. For example, this would include but is not limited to the following:
 - o The CAO may establish performance metrics for certain work in terms of cost, quality, and timeliness and a contractor who is unable to meet that performance metric on multiple occasions may be excluded from work of a similar nature.
 - o All contractors and operators for the Town's work shall be seasoned and qualified with all applicable courses. The CAO reserves the right to reject certain contractor employees from performing work based on their past performance in such work within the Town. Costs related to delays resulting from the rejection of unqualified employees will not be paid by the Town.
 - o If a contractor acts in an unprofessional or discourteous manner to Town employees or residents, they may be excluded from future work.
 - o If a company is called and repeatedly declines work or requires too long on multiple emergency tenders, they may be excluded from future work.

- If a company is called for work and continuously sub-contracts significant portions of the work, the Town of Pouch Cove reserves the right to no longer call the main contractor and contact the sub-contractor directly in the future.
 - If a company declines to bid or bids more than 100% higher than the lowest qualified bid on 5 occasions, in the interest of administrative efficiency they may be excluded from future invitations to bid.
- Complaints regarding the Town's procurement process on any project/contract can be submitted in writing to the CAO to be considered in our process for any future projects/contracts.
 - Contractors shall be required to provide copies of licenses, clean driving records, proof of insurance, and current safety certificates for employees who perform work for the Town of Pouch Cove. A minimum set of certifications for various employees is as follows:
 1. Occupational Health and Safety Certification
 2. WHMIS Certification
 3. First Aid/CPR Certification
 4. Traffic Control and Roadside Safety Certification
 5. Heavy Equipment Operation Certification
 6. Letter of Good Standing from Workplace NL
 7. Certificate of Insurance listing The Town of Pouch Cove as additional insured (minimum (\$2,000,000 CGL)
 - Site specific hazard assessments and any required safety permits must be provided to the Town.
 - The Standing Offer will have the option to extend on an annual basis for up to three years before going back up to tender.
 - Please refer to schedule A for complete overview of Scope of work – Towing Services.

Please Note:

Ensure that the following information and supporting documentation is completed and submitted with your bid to the Town of Pouch Cove along with all and any additional qualifications which your company can offer.

Contractor Information:

1. Employee Name:
2. Position held with company:
3. Company Name:
4. Email:
5. Work Phone:
6. Cell Phone:
7. Preferred Method of Contact (Circle one):
Email / Work Phone / Cell Phone
8. Location of Company Depot:
9. Courses with Expiry Date: Please List Below
(Attached scanned certificates to document)
10. Is the preferred contact the same person as who is filling out this form?
Check: Yes / No
If "Yes" is selected in item 10 please skip lines 11 to 15.
11. Preferred Contact Name:
12. Preferred Contact Position with Company:
13. Preferred Contact Email:
14. Preferred Contact Cell Phone Number:
15. Preferred Contact Work Number:

Note: On emergency tenders or urgent incident requirements, the Town will contact via phone. There may not be a wait time if a call is not answered.

SCHEDULE A – SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES – Towing Services

1. SCOPE OF SERVICES

1.1 The Town of Pouch Cove is seeking experienced and qualified towing contractors with proven ability to perform vehicle towing, transportation, delivery, ditch pulls, and abandoned vehicle removals for a wide variety of small to large-scale projects at various locations within the Town on an "as and when" required basis. The Goods and Services include without limitation the supply of necessary transportation, the provision of skilled

labour, and equipment to provide the Goods and perform the Services and other requirements of this standing offer in the Town.

1.2 Safe removal of abandoned vehicles, retrieval of vehicles lodged in ditches, removal of vehicles preventing efficient snow clearing or road repairs, removal of vehicles in violation of Town of Pouch Cove Policies and By-Laws, removal of unsafe or unsightly vehicles, transportation of all of said vehicles to the designated Pouch Cove impound lot or other location designated by CAO.

1.3 The preceding list is provided as a sample of the Services that the Applicant may be required to perform. The Town reserves the right to make minor amendments to this list as necessary. The actual Goods and Services required will vary from project to project.

1.4 The Contractor will be expected to provide all materials, labour and equipment necessary for meeting the requirements of the individual project or work request. All fixtures, materials and new equipment shall be pre-approved by the Town section prior to commencement of any project. The Contractor will also, prior to any project's commencement be required to become familiar with important site-specific standard documents.

1.5 Work sites vary, and it is not uncommon to move to and from various work sites throughout the day.

1.6 The Contractor should be prepared to submit a list of potential subcontractors for approval by the Town prior to the commencement of any project. The Contractor is responsible for supervising and coordinating all Services delegated to the subcontractor(s) and for the proper execution of the Services.

2. ALLOCATION OF SERVICES

2.1 The Contractor may be allocated Goods and Services depending on the Town's needs. The Town does not, in any way guarantee work. The allocation of Service assignments will be at the sole discretion of the Town and the Contractor shall not have any claim for compensation, expense, damage, or loss of profit from the Town.

2.2 There will be no priority list, nor will the Town guarantee any Goods and Services to any particular Contractor.

3. EQUIPMENT

3.1 The Contractor shall provide at their own expense all the equipment necessary to provide the Goods and perform the Services.

3.2 The Contractor(s) will be required to provide all personnel with full personal protective equipment and accessories which must meet or exceed current Workplace NL regulations and requirements, during all hours of work. These will included as a minimum:

- (a) CSA compliant reflective vests, rain gear, or other outer garments;
- (b) CSA approved steel-toe boots with slip-resistant soles;
- (c) cut resistant gloves;
- (d) hard hats;
- (e) safety glasses;
- (f) ear protection

4. RESPONSE TIME

4.1 The Contractor is to be available to respond twenty-four (24) hours per day, seven (7) days per week, 365 days per year with a preferred four (4) hour minimum response time or better and a one (1) hour response time for emergencies, as determined by the nature of a given situation and/or emergency. The timing for other projects will be as appropriate to the nature of the work assignment and agreed to with the Town of Pouch Cove. Response time is imperative in emergency situations.

5. TRANSPORTATION

5.1 The Town will not be responsible for transportation of the Contractor's personnel to and/or from any work site. This includes any transportation required between work sites during the working period.

5.2 Contractor's personnel will not be permitted to ride in or on the Town vehicles.

6. PERSONNEL RATES

6.1 Rates will be paid on a "per call" basis and shall include the following:

- (a) mileage, truck charges, fuel costs and surcharges, parts, transportation, environmental protection and safety measures, sub-contractors,
- (b) all hookup, towing, delivery, and labour fees

6.2 If the owner of the vehicle to be towed has moved their vehicle after the call out for service has been made to the contractor but before the time the contractor arrives on site,

providing the contractor arrives within the agreed upon time frame within the contract, the Town shall compensate the contractor at a rate of fifty (50) percent of the per call fee.

6.3 In the event of emergency service calls, an additional rate per call will be paid at the rate agreed upon by the Town and contractor, to be specified in the Towing contract.

7. SET-UPS AND REMOVALS

7.1 The Contractor is required at the start of the Services request to set-up all equipment and, if necessary, signage at the work site. The Contractor shall be responsible for control of traffic at the work site, in accordance with the most recent copy of the Department of Transportation and Infrastructure Highways Traffic Control Manual for Works on Roadways and any applicable WorkPLaceNL Regulations for Services performed on Town Roads. For night work, reflective or flashing lights with wands are necessary. All equipment, signs and devices should be removed immediately upon completion of the Service request.

Deadline for Quotes is Friday May 28th, 2026 at 4pm and can be emailed to info@pouchcove.ca or dropped off at the Town Hall 660 Main Road Pouch Cove.