



GIA - Landscape Survey of the Regulation and Accreditation of Motor Surveyors Request for Proposal

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1. Executive Summary

GIA's role is to represent its members within the General Insurance industry in Singapore, working to make all aspects of insurance easier and more effective for consumers, agents and insurance companies in Singapore. GIA helps identify emerging trends and responds to issues affecting the General Insurance industry. It seeks to promote the overall growth and development of the General Insurance sector in Singapore.

Motor surveyors in Singapore are not regulated or accredited. Since 2010, GIA has been involved in discussions which include the topic of regulating or accrediting motor surveyors with various stakeholders, including LTA, MOT, CASE, AA, Enterprise Singapore, and commercial entities.

On 14 Jul 2021, the GIA Motor Committee agreed to appoint a consultant to conduct a landscape survey of how other countries regulate or accredit their motor surveyors and recommend how Singapore can adopt a suitable framework and best practices.

2. RFP Project Team

- Project Sponsor
Ho Kai Weng, GIA Chief Executive
- Project Managers
Texas Hong, GIA Senior Manager
Sharon Chen, GIA Assistant Manager
- Project Support
Vanessa Lim, GIA Executive
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During the development of your response, questions regarding specific areas of the RFP should be directed to the Project Support.

3. RFP Background

3.1 About GIA

The General Insurance Association of Singapore (GIA) is working to make all aspects of insurance easier and more effective for consumers, agents and insurance companies in Singapore. As a trade association within the General Insurance (GI) industry, GIA's role is to be active in the GI industry environment on behalf of its members, forecasting and responding to issues that may arise, and anticipating opportunities to identify, shape and influence change in support of the business needs of its members.

GIA encompasses general insurance companies transacting business in Singapore. We are also constantly in the process of improving and achieving our mission and structure to ensure that we continue to meet the business needs of our member companies.

3.2 Objectives of RFP

The objective of this Request for Proposal (RFP) is for prospective service providers to

1. understand the requirements of the project to conduct a landscape survey of how other countries or territories regulate or accredit their motor surveyors,
2. compare these to the current state in Singapore and identify the shortcomings of the current state, and
3. recommend how Singapore can adopt a suitable framework with the relevant best practices.

3.3 Research Focus

The research focus of the landscape survey, as supported by GIA and GIA members, is to conduct an in-depth study of:

- a) the different types of regulatory and accreditation regimes of motor surveyors in countries or territories with developed motor insurance industries, including the stakeholders involved in setting up and maintaining the regimes
- b) the roles that motor surveyors play in different countries or territories, including estimating repair costs, recommending the cost of spare parts, recommending repair methods, and certifying and accepting work done
- c) the details of the working relationship between motor surveyors, and insurers and workshops
- d) the professional, competence, fit and proper, and ethical standards expected of regulated and accredited motor surveyors in different countries or territories
- e) other relevant focus areas

3.4 Deliverables

The deliverables of the landscape survey are for the service provider to recommend:

- a) the roles that motor surveyors should play in Singapore when surveying vehicles – these roles may include estimating repair costs, recommending the cost of spare parts, recommending repair methods, and others
- b) the preferred regulatory and/or accreditation regime that Singapore should put in place for motor surveyors
- c) the professional, fit and proper, and ethical standards expected of motor surveyors in Singapore
- d) other best practices suitable for Singapore to adopt
- e) the execution strategy for these recommendations

4. RFP Deliverables

4.1 Project Timeline

Service providers should anticipate commencing the research by **Jun/Jul 2022** and complete the deliverables by the **4th Quarter of Year 2022**.

The selected service provider will be asked to provide **fortnightly** updates of their progress and status of the market research.

4.2 Shortlisted Service Providers

Shortlisted service providers will be invited to present their proposals to GIA.

4.3 RFP Evaluation

The RFP will be evaluated against the following 3 criteria:

1. Pricing
2. Quality
3. Risks

4.3.1 Pricing

Pricing will be one of the evaluation criteria with an evaluation weightage of not less than 50%.

Service providers are to clearly state in the proposal:

- The total all-in costs
- Currency – Singapore Dollars (S\$)

Variable costs with no quantification, out-of-pocket expenses, and similar costs will not be accepted. We will base the pricing on the all-in costs quantified and specified only.

Payment of the fees will be made after the client has accepted the deliverables.

4.3.2 Quality

Quality refers to the ability of the service provider to deliver according to the given requirements.

The proposal must:

- Include the service providers' detailed plan and methodology on how they intend to conduct the market research and the proposed relevant markets.
- Include the proposed timelines, deliverables and expected timeframe to complete this project.
- Specify all the team members and outsourced service providers who are to work on this project.

4.3.3 Risks

Risk refers to the ability for the service provider to deliver on time and on plan.

Service providers are to clearly state in their proposals:

- A detailed implementation plan over the project milestones to deliver the project promptly.
- Whether the service provider limits its liability for the work, and the proposed limit.
- What is the service provider's professional liability insurance policy limit applicable for this work
- Show that the service provider has good and successful track records and experience in handling such similar projects in the past. Service providers can include case studies of similar projects. **These case studies should not be more than 2 pages and** should demonstrate the service providers' capability to conduct relevant market research and to deliver according to the given requirements.

4.4 Important Dates

Below are the following key milestones for this RFP:

Description	Date
RFP Publication Date by GIA	14 Feb 2022
Service Provider Clarifications by Email	25 Feb 2022
RFP Submission Date	14 Mar 2022, 5pm
Shortlisted Service Providers' Presentation	To be Advised

4.5 Disclosure Requirements for Outsourcing

Outsourcing of any or all parts of the project must be agreed specifically by the client.

Service providers who intend to outsource any or all parts of the project to another service provider must disclose the specific parts of the project being outsourced in the proposal.

Service providers who identify the service provider providing the outsourced service in their bid documents will have an advantage.

4.6 Other Conditions

The service provider must have a presence in Singapore or should be part of a consortium where at least 1 partner has a presence in Singapore.

Proposals that limit service provider's contractual liability to less than \$500,000 will be disqualified.

4.7 Submission of Proposal

Proposals must be received by GIA no later than 5.00pm on 14 Mar 2022. The proposal must be submitted as per the following requirements:

1. It is recommended that Proposals **should not exceed 16 pages**.
2. Softcopy via email to vanessa.lim@gia.org.sg. Kindly ensure the file format is of PDF format.