

GIA RFP - Landscape Survey of the Regulation and Accreditation of Motor Surveyors

Questions and Answers - 25 February 2022

1. From GIA's website and brochure, we understand that the main focus of the study is on the regulatory and accreditation regimes of motor surveyors, who carry out inspections and surveys on vehicles. However, we would like to confirm if the study cover vehicles such as private cars/motorcycles or other commercial vehicles such as private car hires, buses, trucks and taxis etc? In another words, kindly elaborate vehicle types and if the study covers both private and commercial?

GIA Response:

All types of vehicles.

2. We understand that GIA would like to identify the different types of regulatory and accreditation regimes of motor surveyors in countries or territories with developed motor insurance industries.
 - a. Does GIA have any countries/ territories in mind to share with us? Is there an order of preference or priority of these countries/territories?

GIA Response:

We do not have specific countries / territories. At section 3.3a of the RFP document, it is stated that we are looking to learn from countries and jurisdictions with developed motor insurance industries.

Bidders should propose those that you consider most suitable or relevant to us and explain your reasoning.

3. Can GIA confirm if we are looking at the right definition for a motor surveyor?

Motor surveyor: A surveyor & Loss Assessor is an insurance Intermediary Licensed by authorities and has a professional link to investigate, manage, quantify, validate and deal with losses (whether insured or not) arising from any contingency, on behalf of the insured or insurer and report thereon and carry out the work with competence, objectivity, and professional integrity by strictly adhering to the code of conduct stipulated under the law/regulations.

GIA Response:

The main role of a motor surveyor is to conduct survey of the damage to motor vehicles involved in accidents. They will check the extent of the damage, make recommendations for the necessary repair/replacement works to be done as well as the repair methods at the motor repair workshops, and estimating repair costs. They are also expected to verify and edit spare parts prices and labour costs and conduct re-inspections after commencements of repairs to ensure that the repair/replacement work are properly carried out. They will determine whether a motor vehicle involved in a serious accident will be roadworthy after the damaged vehicle is repaired.

They also conduct valuation of damaged vehicles and testify as expert witness in court, and other related roles.

4. a. According to our policy, we often provide an invoice in USD and also in local currency SGD which is albeit with a fixed USD amount. We would like to know if GIA has any flexibility to support us on the payment conditions in the later stage.
b. Does GIA has any budget in mind? If yes, is GIA ok to share this information? A ballpark or range is also suffice.

GIA Response:

- a. GIA bank account is in SGD. If GIA receives an invoice in a foreign currency, GIA will remit in the foreign currency subject to FX movement. GIA can remit in SGD equivalent if the service provider can convert to SGD and the amount is agreed by GIA. Cost quoted should include WHT and reverse GST computation if applicable
b. It is improper for bidders to ask how much they can charge us.
5. On other occasion, has GIA commissioned similar studies? If yes, what are the areas GIA feel can be improved on (example – more data/information on claims by vehicle type etc)? Or what are the areas that is done well and GIA hope to see similar deliveries?

GIA Response:

GIA has not commissioned similar studies in the last 10 years.

6. For useful comparison or analysis of international standards, there will be a need for some structured historical data of our local environment. Given GIA has been keenly involved on motor industry matters through the years, and an extensive information repository for the motor industry, will GIA be one of the sources of information we can tap into in the course of the research?

GIA Response:

Bidders should make clear your methodology and assumptions and the proposed information asked of GIA in your proposals. GIA has to assess if the questions are relevant and may agree on a case-by-case basis.

7. Can GIA consider providing an indication of the budget ceiling they have in mind for the project to all interested service providers? From a research and project management and ROI perspective, this will be critical in guiding the proposed scope of research, for example, the research methods used, the depth decided upon for the point(s) of research.

GIA Response:

It is improper for bidders to ask how much they can charge us.

8. We note there will be a contractual agreement between GIA and the appointed service provider. Can we have some heads up if there are other legal expectations of the service provider, not related to the service deliverables? For example, confidentiality clauses etc.

GIA Response

We do not discuss this subject at this stage of the procurement.