

PART C - Requirement Specifications

Services for Trapping Dogs

1. INTRODUCTION

The trapping services are required for stray dogs in Singapore as part of the nationwide Trap-Neuter-Release-Manage (TNRM) programme which was launched in November 2018 to humanely manage the stray dog population in Singapore. These dogs are local breed dogs, also known as mixed breed dogs or mongrels and tend to be free living on the streets. Contractors are invited to provide services for dog trapping and transportation.

2. SCOPE OF WORK

- 2.1. The Contractor shall carry out animal management services as stipulated by SPCA, including the following:
 - a) Operations to trap a population of dogs in a specified area;
 - b) Operations to trap specific dogs;
 - c) Transportation of dogs from any location to a specified location.
- 2.2. The Contractor shall take all necessary measures to ensure the safety and welfare of the animals being trapped and/or transported, as well as ensure proper bio-security and infection control of the equipment and vehicles used, and holding facilities if any.
- 2.3. The Contractor shall be required to provide all necessary resources, which include the following:
 - a) All land, equipment (such as body worn cameras), materials, bait, transportation, and any other necessary apparatus required to successfully carry out the Services. All equipment used by the Contractor shall be deemed safe and suitable to carry out the Services, and shall be kept in good working order.
 - b) Provide sufficient manpower to meet the requirements stated in this document; In the event that the Contractor falls short of the requirements stipulated in this document, the Contractor shall be wholly responsible and accountable for the additional manpower required to meet the stated requirements, at no additional cost to the SPCA.

- c) Obtaining and applying for all licenses, permits and authorizations, including governmental authorizations or certifications necessary to fulfill the scope of the Contract.
- 2.4. The Contractor shall provide a point of contact (i.e. contact number and e-mail address) for SPCA to liaise with the Contractor on a 24/7 basis.
 - 2.5. The Contractor shall at all times keep the SPCA informed of any change in the details of the point of contact.
 - 2.6. All equipment and traps used for the capture of the animals must be submitted to and approved by SPCA upon award of the Contract prior to their usage. The Contractor shall also seek SPCA's prior approval for any deviation or changes in equipment and/or traps or trapping methods.
 - 2.7. The Contractor shall ensure that its employees who are carrying out the works are suitably trained and shall strictly observe the following:
 - a) The welfare of animals is not compromised at any time. The Contractor has to ensure that the Code of Animal Welfare (for the Pet Industry) (refer to Appendix B) are strictly adhered to;
 - b) All animals must be handled safely and humanely. Please refer to Appendix C for Guidelines on the Capture, Handling and Transportation of Animals, and Appendix D for Workplace Safety and Health Checklist - Animal Handling.
 - c) Responsible feeding and baiting of dogs. Please refer to Appendix E for the Feeding Stray Dogs Responsibly handbook.
 - d) Comply with the requirements of any law, regulations or by-laws relating to the Services;
 - 2.8. The Contractor shall immediately inform SPCA if any animal is injured or dies when carrying out the scope of works, and submit a written incident report within 1 working day to SPCA by giving full details of the incident and setting out the procedures to prevent further injury or death where preventable. The Contractor shall make immediate arrangements with SPCA for a post-mortem examination of any animal that has died.
 - 2.9. The Contractor shall document all capture attempts and report to SPCA. The documentation shall include the number of dogs sighted, the number captured, the number captured but then escaped and the number unable to be approached.
 - 2.10. The Contractor is responsible for the safety and welfare of all animals placed under their care under this Contract. Animals must be monitored for signs of sickness or disease

(including but not limited to bleeding, vomiting, diarrhoea, lethargy, change in behavior, inappetance, discharge from eyes/nose). If an animal is found to be sick or injured, immediate steps must be taken to ensure the animal receives timely professional veterinary treatment and the SPCA must be kept informed.

- 2.11. The Contractor is to ensure that all puppies are to be removed with the lactating bitch if the puppies are not weaned. If it is not possible to remove the lactating bitch, the unweaned puppies are to be left with the bitch.
- 2.12. The Contractor must take immediate and effective steps to manage any outbreak of illness or disease (e.g. if more than 2 animals exhibit similar signs of sickness or disease). The SPCA and National Parks Board must be informed if any animal has a notifiable disease (refer to Appendix F), or any other disease specified by the SPCA.
- 2.13. The Contractor must review their healthcare and disease prevention programme every six months, taking into account the Scope of Work specified in this document and any additional specifications provided by the SPCA. The SPCA is to be kept informed if any changes to the programme are made.
- 2.14. The Contractor shall not release any trapped or captured animals into the environment without the prior written approval of SPCA. The Contractor must also not persuade the public to release any trapped or captured animals into the environment.
- 2.15. The Contractor shall submit an 'Operation Report' (refer to Appendix G) for every dog caught/trapped within three (3) calendar days of capture.
- 2.16. Photographs/videos and/or documented evidence shall also be taken to show the following details:
 - (a) Time stamp when the animal was caught/trapped;
 - (b) Location where the animal was caught/trapped;
 - (c) Trap/Equipment used for the animal's trapping/capture;
 - (d) Condition of the animal after trapping/capture; and
 - (e) Condition of the animal when handed over to the designated animal holding facility or an area determined by SPCA.

The SPCA may make changes to the above specified documentation at any time.

- 2.17. The Contractor shall provide SPCA with a list of personnel who will be carrying out the works as stipulated in this Tender. The Contractor shall inform SPCA immediately when

there are any changes to the list of personnel. SPCA reserves the right to reject any personnel.

- 2.18. All personnel will have to go through a training programme as stipulated by the SPCA and be assessed to be competent on humane capturing and handling of stray dogs before they commence work. Participation of the training programme is compulsory and no persons are to be involved in carrying out the Services until the SPCA provides written approval, and has issued the certificate of participation. The costs of the training programme, charged on a cost recovery basis, will be undertaken by the Contractor.
- 2.19. The Contractor is to adhere to all work processes and protocols as stipulated by SPCA. These work processes and protocols may be subject to review and may change from time to time.
- 2.20. The Contractor shall comply with any other additional instructions related to the Scope of Work that SPCA may issue during the duration of the contract.
- 2.21. The Contractor's performance of the Services shall be a critical consideration for assessment by SPCA in determining whether to extend the Contract upon expiry. The payment(s) for the Services will be subjected to the Contractor's performance of the Services in accordance with this document.
- 2.22. The Contractor must immediately inform the SPCA if at any time during the Contract period, the Contractor is unable to meet the requirements specified in the Scope of Work stated above.

Execution of Work

- 2.23. The Contractor shall ensure that any queries received from members of the public and/or the media when carrying out the Services are referred to SPCA. The Contractor shall not represent or claim to represent SPCA under any circumstances.
- 2.24. The Contractor must ensure that at all times the Staff of the Contractor, while conducting the Services:
 - (a) Wear body worn cameras and issued identifier (e.g. armband)
 - (b) Ensure that the traps are monitored at all times;
 - (c) Carry with them a contractor pass issued by SPCA;
 - (d) Comply with the requirements of any law, regulations or by-laws relating to the Services;
 - (e) Dress appropriately;

- (f) Do not compromise the welfare of the animals;
 - (g) Handle all trapped/captured animals humanely (refer to Appendix C – guidelines on trapping/capturing/rescuing handling and transportation of animals)
- 2.25. The wearing of body worn cameras is for recording of all works conducted under this Contract. The cameras must be switched on, functioning and recording at all times when executing field operations. The Contractor shall be required to produce the footages to SPCA upon request, and must store all footages in a secured database for minimally six (6) months.
- 2.26. The Contractor shall ensure that its personnel who are carrying out the works shall conduct themselves in an appropriate and professional manner. The Contractor shall pay due regard to the interests and conveniences of all persons who have property or are residents in the immediate vicinity of the site.
- 2.27. The Contractor shall not conduct works at private premises without the permission of SPCA.
- 2.28. The Contractor shall ensure that obstruction to vehicular or pedestrian traffic shall not be caused, and that vehicles are not parked illegally while executing field operations.
- 2.29. The Contractor shall seek the approval of SPCA before releasing the animals to any claimants.

Transportation Services

- 2.30. Animals shall be transported as specified in Appendix C.
- 2.31. Transport vehicles shall be secured to ensure that the dogs do not escape or be subject to any risk of injury. Cages/pet carriers must not be stacked in the vehicle and must be placed securely on the flat floor of the vehicle. If there are too many cages or carriers/containers to be transported in one trip, subsequent trips must be made. Different species of animals shall not be kept within the same cage or container. Same species of animals shall be kept in separate cages or containers if they show signs of incompatibility or aggression towards one another. Vehicles must be well ventilated and kept cool throughout the transportation.
- 2.32. The animal compartments used in the transportation vehicles shall be cleaned and disinfected after each use. This should be done immediately after dropping the animal off. Appropriate sanitation equipment and products (e.g. disinfectants) must be used.

- 2.33. In the event of vehicle breakdown or an accident occurring during transportation, SPCA shall be informed and alternative transportation must be immediately arranged by the personnel involved and provided within three (3) hours. Where there are animals in the vehicle, they must be supervised and kept comfortable at all times.
- 2.34. The Contractor shall register the registration number of the transport vehicles with SPCA.

3. SERVICE STANDARDS

- 3.1. The Contractor shall respond to verbal and/or written instruction (e.g. phone call, text messages, email) for the execution of Services by SPCA at any time, including after office hours and on Saturdays, Sundays, eves of Public Holidays and Public Holidays.
- 3.2. Upon activation, the Contractor shall arrive on site:
(i) **Within three (3) hours for urgent cases;** and
(ii) **By the next calendar day for non-urgent cases.**
- 3.3. The Contractor shall be informed at the point of activation if the case is classified as urgent or otherwise.
- 3.4. All trapped/captured animals shall be handed over to the designated animal holding facility or place within **twenty-four (24) hours** upon trapping/capturing, or within a timeframe that SPCA has consented to. The handover of the animals shall be documented.

4. QUALITY CONTROL

- 4.1. Staff of the Contractor shall be the sole responsibility of the Contractor. The Contractor shall ensure that background checks on the Staff are in accordance with all employment-related regulations, legislations in Singapore as well as in accordance with this document and the Conditions of Contract.
- 4.2. The Staff of the Contractor must be suitably trained to provide the Services. The SPCA will stipulate the training required for all personnel.
- 4.3. The Contractor shall be responsible for the contractor pass, armbands and any other issued item. These issued items are the property of the SPCA and must be returned to the SPCA at the end of the Contract. The items shall be donned only when performing Services and should not be used for any other purpose. A penalty may be imposed should any item be lost or damaged. The Contractor must inform SPCA immediately.

- 4.4. SPCA shall have liberty to conduct periodic quality audits as and when it deems fit to ensure continual demonstration of the satisfactory service quality by the Contractor.
- 4.5. In the event that an audit identifies shortfalls in the Services, the Contractor shall promptly and at its own cost take measures to rectify the shortfalls.
- 4.6. The Contractor shall hold regular Service and quality review meetings with SPCA to review Service and operational matters, including operational, technical and administrative performance based on the requirements specified in this document. The said meetings shall also be used to review the progress made to correct shortfalls.
- 4.7. The Contractor shall agree to the following:
 - (a) Permit entry by SPCA officers into the Contractor's premises or any area where the Services are being carried out, and accompanied by the Contractor's appointed personnel, to assess the performance of the Services;
 - (b) Comply with all applicable standards, laws and regulations, and any directions given by SPCA at all times.
- 4.8. SPCA reserves the right to audit the Contractor's operations and/or locations which conduct activities related to this Contract, by giving advance notice of not less than 6 hours.
- 4.9. The Contractor shall propose remedial actions or recommendations within five (5) working days of the receipt of the audit results.
- 4.10. In the event of failure by the Contractor to [conform to the specifications set out in the Contract], AND/OR [complete the provision of services by the date specified in the Contract]. SPCA shall have the right:-
 - a) To cancel all or any such services from the Contract without compensation and obtain them from other sources and all increased costs thereby incurred shall be deducted from any moneys due or to become due to the Contractor or shall be recoverable as damages.
 - b) To require the Contractor to pay or allow SPCA to deduct from any moneys due or to become due to the Contractor's sum, [calculated at the rate of Singapore Dollars per day], as liquidated damages (and not as a penalty) for every day of delay until the Services are performed;
 - c) That if the amount for which the Contractor is liable hereunder has not been ascertained at the time due for payment of any monies due to the Contractor under this Contract, SPCA may withhold out of such monies a sum sufficient in

the reasonable judgement of SPCA to cover such cost and no more, and SPCA shall settle such cost as soon as possible and refund any excess withheld without undue delay; and

- d) **That nothing herein shall affect any other remedy by action at law or otherwise to which SPCA or such authority may be entitled for the recovery of such cost.**

5. REPORTS AND AUDITS

- 5.1. The Contractor shall submit to SPCA a monthly report detailing the number of dogs trapped and transported.
- 5.2. SPCA reserves the right to amend the report formats and their submission timelines as required by the Contractor during the Contract period. The Contractor will be informed of these amendments via written notice within three (3) working days of any such amendments. The Contractor is to maintain proper accounting and administrative records of the Services performed for a period of three (3) years. SPCA reserves the right to retrieve these documents during the Contract Period or after, as and when required.
- 5.3. The reports shall be submitted to SPCA in softcopy format. The Contractor shall propose the format of the reports, subject to SPCA's approval. The reports generated shall be flexible and configurable for SPCA to use the data in a wide variety of ways for reporting purposes.
- 5.4. SPCA may request the Contractor to provide daily or ad-hoc reports (e.g. incident reports, etc.) or additional analysis from time to time.
- 5.5. SPCA may conduct random audits to ensure the accuracy and integrity of the reports. The Contractor shall follow up with the audit findings via the form of proposed action plans to enhance the report provision, within the time frames agreed between SPCA and the Contractor.

6. MANAGEMENT OF DATA

- 6.1. The Contractor shall propose security measures that will be employed in the operations of the Services to protect SPCA's data.

- 6.2. The Contractor shall put in measures to ensure that only personnel authorized by SPCA shall have access to the system(s), data and equipment that are used to supply the Services to SPCA.
- 6.3. The Contractor shall securely keep all footages of the trapping/capturing of animals for at least six (6) months. SPCA reserves the right to retrieve these footages during the Contractor Period, as and when required.