

CALL OUT LIST - TOWING SERVICES

Valid Until April 30, 2013

Contractor	Outline Agreement	Phone number
Cliff's Towing Ltd	D910530 (Line 1)	780-451-1555 780-454-7200

Service	Primary Contractor (Position 1)	Secondary Contractor (Position 2)
TOWING - 1 Ton Wrecker	Cliff's Towing Ltd	N/A
TOWING - Dollies for 1 Ton Wrecker	Cliff's Towing Ltd	N/A
TOWING - 1 Ton Deck Truck	Cliff's Towing Ltd	N/A
TOWING- 3 Ton Wrecker	Cliff's Towing Ltd	N/A
TOWING - 3 Ton Deck Truck	Cliff's Towing Ltd	N/A
TOWING - 10 Ton Deck Truck Tandem	Cliff's Towing Ltd	N/A
TOWING - 40 Ton Tandem Wrecker	Cliff's Towing Ltd	N/A
TOWING - 50 Ton Tandem Wrecker	Cliff's Towing Ltd	N/A
TOWING - Tandem Tractor w/ Tilt Deck Trailer	Cliff's Towing Ltd	N/A
TOWING - 4WD Tow Truck	Cliff's Towing Ltd	N/A
TOWING - Blocked Vehicle	Cliff's Towing Ltd	N/A
TOWING - Air Bag Recovery Unit	Cliff's Towing Ltd	N/A
TOWING - Fender Pull	Cliff's Towing Ltd	N/A
TOWING - 12 Volt Boost	Cliff's Towing Ltd	N/A
TOWING - 24 Volt Boost	Cliff's Towing Ltd	N/A
TOWING - 48 Volt Boost	Cliff's Towing Ltd	N/A
TOWING - Unlock Vehicle	Cliff's Towing Ltd	N/A
TOWING - Change Tire	Cliff's Towing Ltd	N/A
TOWING - Motor Biker Trailer	Cliff's Towing Ltd	N/A
TOWING - 1 Ton Wrecker Snowstorm ONLY	Cliff's Towing Ltd	N/A
TOWING - 3 Ton Wrecker Snowstorm ONLY	Cliff's Towing Ltd	N/A

REFERENCE INFORMATION - TOWING SERVICES

Dispatching

Review Uperform Training Tool "Step 1 - Dispatching using Hired Equipment Contracts"

Identify with the requestor where and when they require the service (i.e. Site Contact Name & Phone Number, Date, Time, Work Location). Record this information in the Header Delivery Text of the Contract-Release Purchase Order (i.e. C-Release).

As there is only one Contractor for this service to fill the order place a call to the Primary Contractor for required the service. Record the contact information of the dispatcher that accepts the order the Header Note of the Contract-Release Purchase Order (i.e. C-Release).

Contract - Release Purchase Orders

Review Hired Equipment Uperform Training Tools

Record in the Header Delivery Text of the Contract-Release Purchase Order (i.e. C-Release) who, where and when the service is required for (i.e. Site Contact Name & Phone Number, Date, Time, Work Location).

Service Entry

Review Hired Equipment Uperform Training Tools

CONTRACT SPECIFICATIONS

1. TYPE OF WORK TO BE PERFORMED

1.1

The provision of towing City Vehicles and/or Equipment, towing blocked vehicles (street clearance), boosting, some roadside assistance services, and snow storm towing on an as required basis

1.2

The Equipment will be required at various locations throughout the City

2. HOURS OF WORK

2.1 The Equipment will be required for varying hours of work depending on demand

2.2 Working hours are on an as required basis with call-out availability 24 hours per day seven days per week on a call-out basis

2.3 Some work may be performed on evenings and weekends

2.4 Where the Equipment and Operator are scheduled for Work arrive on the job site and are not used, the city will pay the Contractor \$75.00 (to be referred to as "Show-up Time") unless the Operator or the Contractor has been advised that the Equipment will not be required that the Work will not proceed.

2.5

Where the Equipment and Operator are scheduled for Work arrive on the job site and are not used, the city will pay the Contractor \$75.00 (to be referred to as "Show-up Time") unless the Operator or the Contractor has been advised that the Equipment will not be required that the Work will not proceed.

2.6 Equipment and Operator travel time to and from job site is the responsibility of the Contractor and the City will not pay for travel time.

REFERENCE INFORMATION - TOWING SERVICES

3. OPERATOR QUALIFICATIONS

3.1 The Operator must be fully trained and qualified for this Work

4. STREET CLEARANCE (COURTESY TOWS)

4.1 The Site Foreman and Crew will control the site.

4.2 Where damage is noted on a vehicle prior to towing, notation on the towing form (Contractor's listing of vehicle registration numbers), will be witnessed and co-signed by the Site Foreman and/or crew member.

4.3 All courtesy tows shall require "dolly system" to eliminate any claims regarding to damage to undercarriage.

4.4 All City maps and locations of work to be completed will be provided in advance by the City usually a full day prior to the work requirement.

5. TOWING CITY VEHICLES

5.1 Service Sheets for City of Edmonton vehicles/equipment tows must specify City unit number, City employee contact name and telephone number. Invoices for tows of all other vehicles must specify the license plate number.

5.2 Service Sheets for towing requirements relating to an accident involving City of Edmonton Vehicles/Equipment must include the notation "Accident" along with the previously mentioned requirements.

6. EMERGENCY SNOW STORMS

6.1 During Emergency Snow Storms tow trucks are sent to the 13 Tow Truck Stations as shown on the four (4) attached maps.