

Notice to all Towing and Storage Vendors

Master Service Agreement (MSA) Updates and Support

Date published: January 19, 2022

As previously communicated on [December 16, 2022](#), the Winnipeg Towing Contract Radius has changed as of December 19, 2022 and covers the Winnipeg Perimeter and inside the perimeter.

With these changes, the current Master Service Agreement (MSA) has been amended. In addition to the Winnipeg radius changes, the following has been updated or added to the MSA:

Definitions (Section 1.0):

- Added a new definition for **Limited Area Tows** as further explained in section 2.01.
- Updated the **Mandatory Photos** definition to clarify that five to seven (5-7) photos are required.
- Updated the **Remote CR** definition to clarify that ten (10) photos are required.

Scope of Services to be Provided (Section 2.0):

- Updated section 2.01 with further information regarding Limited Area Tows. This amendment allows vendors in the Winnipeg and Brandon contract areas to sign the MSA and tow in these areas at the request of MPI only.
 - Limited Area Tows in the Winnipeg contract area must be towed to PDC, 1981 Plessis Road, Winnipeg, MB.
 - Limited Area Tows in the Brandon contract area must be towed to 1503 Moreland Ave, Brandon, MB.

Vendor Requirements (Section 3.0):

- Updated section 3.03 (a) to clarify that ten (10) photos are required for auction purposes.
- Added (d) to section 3.03: If Remote CRs are not completed within 48 hours, the Salvage Department may reject the request. When the request is rejected, the vendor is no longer required to do the task and will not be paid for photos. This gives the ability to the Salvage team to keep on releasing inventory to auction in a timely manner.

Vendor Fees (Section 5.0):

- Updated section 5.01 with further information for MSA vendors performing Limited Area Tows; MSA vendors will not charge for storage within the contract area, unless pre-approved by MPI. In addition, tow vendors can bill for unloaded kilometres on Sublet Tows and Direct Tows.
- Updated section 5.10 to include that MSA vendors within the contract area will not display on the Towing and Storage Search tool, only the contract towers will be displayed. However, these MSA vendors will be listed on an internal list used by MPI.

Schedule A1:

- Updated Winnipeg contract towing radius.

The amendments to the MSA are effective December 19, 2022, and a revised copy of the agreement can be viewed [here](#).



Tow Requests, Tow App, and Towing Payment Support

If you have any questions regarding a tow assigned to you, questions related to the tow app, or any towing payments, please contact PDC Receiving at 204-985-7766. PDC Receiving hours of operation are Monday to Friday, 8:00 a.m. to 10:00 p.m., and Saturday and Sundays, 9:00 a.m. to 5:00 p.m.

Tow App Training

If you require Tow App training or require additional training, please let us know by emailing towingservices@mpi.mb.ca or by calling PDC Receiving at 204-985-7766. Options available depending on your need.

MSA Sign Up Still Available

If you've missed signing up, visit the [MPI Partner's website](#), click the **Towing Services** tab, and select **Master Service Agreement** on the left-side navigation menu.

The MSA is in three parts:

- [Light Vehicle Towing and Storage Signature Page](#) (this is the page to sign and submit)
- [Light Vehicle Towing and Storage – Legal Terms and Conditions](#)
- [Light Vehicle Towing and Storage MSA Rate Card](#)

Signed signature pages can be submitted by email to towingservices@mpi.mb.ca or by mail to:

Attention: Manager, Salvage & Compound Operations
Manitoba Public Insurance
1981 Plessis Road, Building B
Winnipeg MB R2C 5C7

Storage Only Vendors Can Sign Up!

Vendors who provide storage only services are eligible to sign the MSA and would receive the increased storage rates. Storage only vendors will still use the Tow App technology but for Remote CR purposes only.

Storage Vendors will receive notifications through the app when MPI Salvage requests a Remote CR assignment. The app allows the operator to upload 10 photos of the vehicle. These photos will be used for auction purposes and this will speed up the disposal process so vehicles can be sold and moved efficiently. MPI will pay \$25.00 per vehicle for this service ([marketing photo fee](#)), and will not require an invoice from the vendor. Anyone set up to use the Tow App can take these photos and there is a two-day turnaround expectation.

For Remote CR support, please email MPISalvage@mpi.mb.ca or call 204-985-7844.

Thank you for your continued support.