

Car Park Management System (CPMS) - Warren Golf and Country Club

The anticipated FAQs are organised around the following 5 categories.

1. Implementation Principles.
2. CPMS Tender Process.
3. The Selection Process.
4. CPMS Operations.
5. Post-Implementation.

IMPLEMENTATION PRINCIPLES

Q - Why do Warren want to implement CPMS at this time.

A - In line with practices at numerous golf and social clubs in Singapore, the introduction of CPMS not only enhances the security management of our club, but also help generates supplementary revenue, thereby contributing to improved financial stability.

Q - Will there be investment cost to implement CPMS.

A - No capital expenditure is necessary for the implementation of CPMS. The club will adopt a system-rental framework, whereby a fixed monthly maintenance fee of \$2,700 is payable, and all equipment and system components remain the operator's property over the 4 years contractual term.

Q - Will there be additional manpower needed to operate CPMS.

A - Upon implementation, the CPMS will operate without the need for additional manpower. On the contrary, the club may potentially streamline its security personal deployment, subject to further assessment. Comprehensive studies will be conducted post-implementation to determine the full manpower impact.

A - Are there enough studies to anticipate the "cost of effects" of the CPMS implementation.

Q - An extensive feasibility study was performed, supported by a 60-day on-site survey conducted from 7am to 11pm daily, including weekends.

Q - Will existing vendors suffer business loss with the implementation of CPMS.

A - The concession extended to the existing vendors, includes the waiver of lunch-hour charges, allocation of complimentary parking tickets, and special provisions for private events, have been extensively examined. A detailed comparative analysis has been undertaken to address these concerns.

Q - What are the implications of the CPMS when the Warren lease expires in 2030.

A - Upon the land lease's expiry in 2030, the operator will wind down its operations and undertake the dismantling and removal of all equipment and systems at no cost to the club.

Q - How can the implementation of CPMS complement our current security systems in Warren.

A - Automation such as CPMS handles routine, repetitive, and time-consuming tasks, allowing existing security personnel to focus on higher-value duties that require judgement, interaction, or decision-making. CPMS can also reduce human error, strengthen monitoring, increase productivity, enhanced safety, and provides 24/7 availability.

Q - Can the implementation of CPMS improve the operating expenditure (OPEX) of our current security expenditure.

A - Replacing manual security labour with automation can significantly improve operating expenditure (OPEX) through several key mechanisms such as,

- a) Reduction in ever-rising Manpower cost,
- b) Lower the risk of Human Errors,
- c) Fewer administrative and Supervisory requirements,
- d) 24/7 operation with overtime,
- e) Improve efficiency, Predictable, and Fixed monthly cost,
- f) Reduce work-place injury and liability.

Q - What is the downtime for system failure if it happened.

A - The club is pursuing a hybrid model that leverages both manpower and automation. Should system failure occur, on-site security personnel will be available at all times to provide immediate assistance.

CPMS TENDER PROCESS

Q - Was the CPMS project endorsed by the club's Management Committee.

A – Yes. It was approved and endorsed by the Club's Management Committee on 29 Sep 2025 as part of the club's mission to generate more revenue and reduce operating cost.

Q - Is the Tender exercise transparent and compliant with the club policies.

A - The tender exercise was conducted through a transparent and impartial process, involving both the House Committee, Management Staff and the Management Committee.

Q - How are the suppliers shortlisted for the tender.

A - Vendors are shortlisted based on their experience, project references, proposals, and project cost.

Q - Who is on the Tender Committee.

A - The Tender Committee comprises the Honorary Treasurer, House Convenor, and House Sub-Committee.

Q - How will the members be kept informed during each stage of the project.

A - Members will be kept informed and updated periodically at the various stages of the project's progress through communication channels such as Telegram, Warren Vibes etc.

Q - What safeguards ensure the tender process is fair and objective.

A - The principles for the tender process are, but not limited to the followings;
- Clear and transparent tender requirements.

- To invite as many vendors tender participation as possible.
- Multi-layer evaluation and approval committee.
- Conflict of interest declarations.

Q - Was the tender open to all or only pre-qualified vendors.

A – An open tender was called. Tender Notice was advertised in e-procurement portal, SASEMI on 11 Aug 2025.

Q - Who will monitor project progress after the tender is awarded.

A - The progress from evaluation and award to implementation and maintenance will be closely monitored by the House Committee.

Q - Will training, documentation, and knowledge transfer be part of the contract.

A - Training, documentation, and knowledge transfer are part of the contractual requirements. In addition, our staff will also be trained in operating the software, performing basic maintenance, and responding appropriately in case of an emergency.

THE SELECTION PROCESS

Q - How many vendors participated in the tender.

A - A total of 9(nine) vendors participated in the tender exercise and submitted their bids for the project. They are: Call Lade Enterprises Pte Ltd, G Tech Pte Ltd, LHN Parking Pte Ltd, P-Parking International Pte Ltd, Re-Sustainability Solutions Pte Ltd; ST Engineering Urban Solutions Ltd, Top Parking Pte Ltd, VHF Technologies Pte Ltd and Wilson Parking Singapore

Q - What steps are involved in the tender selection process.

A - The steps taken for the tender selection process includes but not limited to the followings:

- Tender Requirement Definition.
- Tender Invitation.
- Vendor site survey and briefing.
- Submission of bids.
- Evaluation of proposals.
- Tender Interview for shortlisted bidders.
- Final Recommendation to the Management Committee.

Q - How does the tender committee ensure there is no conflict of interest.

A - To ensure there is no conflict of interest, all members of the Tender Committee are required to declare their association with participating vendors. Anyone with a potential conflict must recuse themselves from Tender Committee. In addition, all tender documents, discussions, and assessment are handled confidentially, and communication with vendors is strictly controlled to maintain impartiality and integrity throughout the process.

Q – What Safeguards ensure the tender process is fair and objective

Tenderers submitted their proposals in a sealed envelope and deposited it into a Tender Box located in the Management Office on/before closing date; 29 Aug 2025 @ 3pm. The tender was open/witnessed by three Managers (HOD) from the Club Management. All submitted tenders were evaluated / deliberated upon at the House Sub-Committee (Tender committee) meeting on 3 Sep 2025.

Q - How long did the tender selection process take.

It took about 2 months.

Q - How does the tender committee choose the shortlisted vendor.

A - Shortlisted vendor is chosen based on their experience, merits, and the project cost.

Q - How is the final recommendation approved.

A - The Tender Committee consolidate all tender results, and with Tender Committee evaluation, submit a written recommendation to the Management Committee for approval.

Q - What is expected during the vendor tender interview.

A – A site show round/tender briefing was held on 15 August 2025. The tender attracted 9 participants.

Q - What is the role of the club Management Committee in the selection.

A - The Management Committee provides oversight and final approval in the Tender process. Their role is to review the evaluation outcomes submitted by the Tender Committee, ensure all procedures were conducted fairly and transparently, and confirm that the recommended vendor offers the best value and aligns with the club's objectives,

Q - Are tender submissions legally binding.

A - Yes, Tender submissions are generally considered legally binding offers. Once a vendor submits a bid, they are committed to the prices, terms, and conditions stated in their proposal.

Q - How does the Tender Committee ensure compliance with local laws and regulations.

A - The Tender Committee ensures compliance with local laws and regulations by working closely with the appointed vendor, technical consultants, and relevant authorities to review all statutory requirements before implementation. This includes, confirming that the CPMS meets safety standards, BCA codes, and any licensing or permits requirements.

CAR-PARK MANAGEMENT SYSTEM OPERATIONS

Q - How does the Car Park Management System recognises member's vehicle.

A - Once registered, the system will recognise a member's vehicle through its IU (in-vehicle) unit or OBU (on-board unit).

Q - What if members use a rental or temporary vehicle.

A - Members may inform the reception counter of any temporary arrangements.

Q - How will parking violations be manage.

A - Car-park violations will be managed through a structured monitoring and enforcement process. Security personnel will review these incidents, issue warnings, or impose wheel-clamp on the vehicle where appropriate. Repeated or serious violations may be escalated to the Management Committee for further actions in accordance with the club/s policies.

Q - What happens if a visitor overstays.

A - If a visitor overstays their permitted parking duration, the visitor will be warned, and parking charges continue to apply. Persistent or serious overstays may result in restricted visitor access in the future.

Q - How are disputes handled.

A - Car-Park disputes are handled through a structured review process. Members may report any issues to the club office providing details such as time, location, and any supporting evidence. The club will then review CCTV footage, system logs, and eyewitness accounts to determine what occurred. A fair and impartial decision will be made based on the findings.

Q - What happens during major club events.

A - During major club events, the car-park may operate under a special traffic and parking management plan to accommodate higher visitor volume. Members will be informed in advance of any changes, restrictions, or overflow arrangements to ensure smooth access and minimal disruptions.

Q - How can members update their vehicle details.

A - Members can update their vehicle details online, or through the reception.

Q - How will emergency vehicles access the car park.

A - Emergency vehicles such as ambulances, fire engine, and patrol car will always be given priority access to the car park. The system is equipped with manual override controls that allow security personnel to open barriers immediately when an emergency vehicle arrives.

Q - How does the system prevent tailgating.

A - CPMS prevents tailgating through a combination of sensors, automotive barrier controls, vehicle detection loop, infrared sensors, and CCTV cameras.

Q - How are traffic bottlenecks handled.

A - Traffic bottlenecks are managed through a combination of system features and operational measures. CPMS regulates vehicle flow at entry and exit points, and during peak hours, security personnel will be deployed to direct traffic and maintain smooth movement.

Q - What should car owners do if the barrier arm hits their car.

A - If a car-park barrier accidentally hits a vehicle, the driver should immediately notify the security. The incident will be investigated using CCTV cameras and system logs to determine the cause.

POST-IMPLEMENTATION

Q - What should members expect during the first few weeks after implementation.

A - During the first few weeks after the CPMS is implemented, members can expect a short adjustment period as everyone becomes familiar with the new entry and exit procedures. Additional signage and on-site support will be provided, and the club will closely monitor the situation to fine-tune the system if needed.

Q - How will the club monitor the system's performance.

A – The Facilities manager under the delegation of the House Sub-committee will monitor the system performance through regular reviews of system data, barrier response time, vehicle flow patterns, and occupancy rates. Members feedback will also be taken into account to ensure the system remain efficient, reliable, and user-friendly.

Q - Will the club review the car-park policy after implementation.

A - The club may review the car-park policy periodically, or whenever needed.

Q - How will the club measure user satisfaction.

A - The club will measure user satisfaction with the newly implemented CPMS through regular feedback channel such as suggestions forms, comments received over at the reception, and town-hall discussion. These insights will assist the club to identify areas for improvement and ensure the system continue to meet member's needs.

Q - Will the system impact club operations in other areas.

A - CPMS may have a positive impact on the other areas of the club operations. Improved vehicle flow can enhance event management, reduce congestion during peak periods, streamline visitor verification, and improve overall club safety. The CPMS data can also assist the club to plan resources more effectively.

Q - Will there be a second phase of improvements after implementation.

A - At this juncture, there is no plans to further expand or implement additional car park systems within the club.

Q - Can policies be adjusted based on system data.

A - Yes, car-park policies may be adjusted based on system collective data. CPMS provides valuable insights into vehicle flows, parking demand, and user behaviour. This information enables the club to make evidence-based decisions. Any policy changes will be carefully studied and communicated to members in advance.

Q - Will the new system impact insurance requirement.

A - The club will review its public liability insurance with the relevant provider to ensure appropriate coverage is maintained, and any required updates will be implemented accordingly.

Q - Can the club modify access privileges after implementation.

A - The club have full discretion to modify access privileges after implementation.

Q - Will the system reduce overall operational costs over time.

A - Besides generating additional revenue for the club, the CPMS enables the club to review it current security manpower requirements and reduce personnel needed improve overall operational cost.