



# **2011 Gauteng Province Towing RFP**

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## **On-line Application Support Document**

- To assist Suppliers in the Santam on-line application process when submitting an application for consideration to be appointed to Santam's preferred panel of suppliers -

**Group Sourcing Department**  
September 2011

## 1. Introduction

Group Sourcing supports Santam's practices in a fair and equitable approach for the procurement of all goods and services based on requirements regarding legislation and compliance, and strives to ensure ultimate quality and good business governance throughout the supply base, promoting client service (internal and external) and the setting of standards of ethical and corporate governance.

The selection of suppliers is based on, but not limited to, the following four essential elements:

- **business requirements**
- **commercial viability** (competitiveness of rates)
- **quality evaluation**
- **social responsibility**

Suppliers are evaluated on these elements via the on-line application process and subsequent Quality Evaluation.

### 2011 Focus

The Short Term Insurance Industry is faced with the challenge of ever increasing costs of motor vehicle claims. This rise in costs is putting pressure on premiums, which in turn is hampering the accessibility to insurance for a wider group of motorists. This poses a threat to the growth and long term sustainability of Motor Vehicle Insurance.

The claims process has been explored in depth from time of accident of a non-driveable vehicle through to delivery of the repaired vehicle to our Policyholder.

Our aim is to eliminate the unnecessary costs that have been introduced into the total process through many process inefficiencies.

The result of this has been the development of a new process model for non-driveable vehicles and the introduction of Tow-in Assessment Centres.

Group Sourcing (Procurement) is working to build key supplier relationships which are beneficial for both Santam and the respective suppliers. Within this context, the commercial offering of a supplier as well as the business value they can add to the relationship, become key influencers in Santam directing business.

## 2. Selection Process Questions

We have listed below a **high level overview of the selection process questions**, as well as stages in the questions where you will be asked to click the SUBMIT button.

Please take note of the **Information Required** paragraph under each of the points below. This highlights certain of the information required which you may not necessarily have at hand, but which is necessary to complete the respective sections. Please ensure that you have this information at hand before starting your application.

### IMPORTANT NOTICE

- Kindly note that the questions below are a **high level view of questions only, and is not the full listing of questions**. To obtain a full listing of the RFP questions before submitting your application on-line, a printable pdf version will be available as a link on the first page of the on-line application form. To access this printable version, click on the link in the e-mail.

If you do not wish to complete the application at this time and only wish to print the printable version of the document, simply close the on-line application window, and return to completing your on-line application at a later date by again clicking on the link.

### SECTION 1: GENERAL INFORMATION

- a. **General business** questions – For Santam information purposes only

#### *Information Required*

- Company details
- JDE number (if applicable)
- VAT registration number – 10 digit number, which starts with a 4
- Owner/s details
- Towing Association details
- Association to panel beaters

### SECTION 2: QUALITY ASSURANCE

#### *Information Required*

- Business insurance
- PAYE
- UIF & Workmans Compensation

- Vetting and declaration of business interests

### **SECTION 3: BROAD BASED BLACK ECONOMIC EMPOWERMENT**

#### *Information Required*

- Turnover of business
- BBBEE Verification certificate – yes or no

### **SECTION 4: SERVICE OFFERING**

#### *Information Required*

- Indication of which service or services the Supplier wishes to submit a proposal for to Santam
  - a. Tier One: Accident and Trade Tows
  - b. Tier Two: Tow-in Assessment Centre
  - c. Tier Three: Administration Services
- Information on Supplier's capacity and capability to deliver to each of the respective services being proposed

### **SECTION 5: VALUE ADD SERVICES**

#### *Information Required*

- Indication of any value add services the Supplier wishes to submit a proposal for to Santam

### **SECTION 6: DECLARATION**

#### *Information Required*

- Name of the owner of the Business

**IMPORTANT:** Please note you cannot go back and correct information after having clicked the "Submit" button at the end of each of the 6 sections. You will need to begin a new application if you wish to change information submitted in a previous section

## **3. On-line Application Process**

Applications for appointment to Santam's preferred supplier panel should be made via the on-line application process. In order to submit an application, please click on the link provided to you and complete the on-line application Santam by no later than **5pm on 16<sup>th</sup> September 2011**.

Please take careful note of the following before submitting your on-line application:

1. Your application will take approximately 30 minutes to complete
2. **VERY IMPORTANT:** You cannot download or save a copy of your completed on-line application, therefore **before you click each of the SUBMIT buttons at the end of each section, print the completed section by pressing the PRINT button on the taskbar at the top right hand corner of your screen**
3. An application cannot be saved whilst in the process of being completed. **We therefore recommend that the application be completed when you have adequate time available to complete the entire application.**
4. Should you accidentally close the application in error by clicking on the close box in the top right hand corner, you will need to begin your application from the beginning by clicking on the link.
5. Please ensure you complete all fields when submitting your on-line application as insufficient data will not enable us to fully assess your application.
6. There is a SUBMIT button after each section in the process, as mentioned in point 2.
  - a. Should you wish to **amend information** after having clicked the SUBMIT button, you will not be able to go back and correct this information. **We therefore recommend that if information is entered in error, you close the application and begin the application process again by closing your current application, and clicking on the link again.**
  - b. Should you wish to **review information** entered on a previous page or section, after having clicked the SUBMIT button, do not click the BACK button in your web browser as this will return a “web page expired message”.  
**We therefore recommend that you print the information as mentioned in point 2. If you discover you have entered information in error, close the application and begin the application process again by clicking on the link.**
7. Should you lose internet connectivity while completing your application, you will need to start a new application by clicking on the link again.

#### 4. Timelines for Process

The on-line application process **OPENS** on **5<sup>th</sup> September 2011** and **CLOSES** on **16<sup>th</sup> September 2011**.

#### 5. Support

- **Technology Support:** For Technology Support (link is not working, screen freezes etc), please contact the Technical Helpdesk on 0860 557 788, select option 2.

**Process Support:** For any process related queries, or questions regarding on-line questions, please contact Santam via e-mail on [TowingRFP@santam.co.za](mailto:TowingRFP@santam.co.za)

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