

# CAR RENTAL SERVICES COMMUNICATION

Dear Service Providers

## SANTAM CAR RENTAL SERVICES FOR CLAIMS: APPLICATION MINIMUM REQUIREMENTS

### How to apply?

All new Car rental application requests need to be sent to [ClaimsMotorProcurement@santam.co.za](mailto:ClaimsMotorProcurement@santam.co.za) with "Car Rental Application" in the subject field.

**IMPORTANT NOTE:** Any supplier that previously had an agreement in place with Santam Limited, may only re-apply to be onboarded as a preferred supplier after a period of 3 (three) years from the date of the termination of the respective agreement.

Below is the **high-level minimum requirements** for applicants. Applications will only be considered and progress to the following steps if the minimum requirements are met.

### Step 1: Minimum mandatory entry level criteria

Santam would like to afford **all suppliers** a fair opportunity to do business with them, conditional upon the minimum entry-level criteria listed below:

NO.	OPERATIONAL CAPABILITY	ADDITIONAL INFORMATION
1	National footprint	Branches, depots where vehicles are held
2	Various car group selection	Passenger and commercial ("Bakkies") vehicles
3	Fleet size	
4	Ability to deliver and collect vehicles	Urban and rural areas
5	Vehicle renewal policy	Fleet rotation and disposing of assets
NO.	TECHNICAL AND IT CAPABILITY	ADDITIONAL INFORMATION
6.	Integration to Santam Booking Tool	Reservations, query management and notes, termination, extensions and cancellations
7.	Call Centre capability	Including after hours, weekends and public holidays
8.	Invoice set-up for automated payments	
9.	MIS reporting	

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NO.	MANDATORY DOCUMENTATION	ADDITIONAL INFORMATION
10.	Company registration certificate (CIPC)	If private company, copies of share certificates (signed and dated documents), copy of partnership agreement if partnership.
11.	Tax clearance certificate (not expired)	Business needs to be in good standing. Tax pin document status needs to be in good standing, NOT tender.
12.	BBBEE certificate or sword BBBEE Affidavit	Document needs to be valid for 12 months on date of application.
13.	Proof of Insurance	Public Liability, Fire and Theft.
14.	Bank Account confirmation letter	Stamped letter from the bank no older than 3 months
15.	Audited financial statements for the last 3 years	
16.	SAVRALA member	

## Step 2: Vendor registration on Santam Supplier Portal

The portal link will be e-mailed to you once the application process has commenced and the minimum requirements have been met.

## Step 3: Due diligence review (risk assessment)

The scope of the Due diligence review includes, but is not limited to the following:

DUE DILIGENCE	ADDITIONAL INFORMATION
Functionality of operating systems (end-to end rental process)	Business continuity plan
Resource capacity	Disaster recovery plan
Training	Operational Health and Safety (OHS) plan
Site(s) visits	System back-up

Kind regards

**SANTAM GROUP SOURCING TEAM**

www.santam.co.za